

Who else to contact

IF YOUR COMPLAINT IS NOT RESOLVED

There is a commitment to use complaints and feedback to improve service quality.

We will try to fix your problem quickly.

This is your service, if the problem has not been resolved within St George & Sutherland Community College, or at any time you may wish to take your complaint to the NDIS Commission or another external body which is completely independent of St George & Sutherland Community College.

- NDIS Commission 1800 035 544
- NSW Ageing and Disability Abuse Helpline
- 1800 628 221 (Mon-Fri, 9-5)
- National Disability Abuse and Neglect Hotline (the Hotline) – 1800 880 052

If you wish to view the full **SGSCC disAbility Complaints Policy & Procedure** please contact us for a copy:
disability@sgscc.edu.au

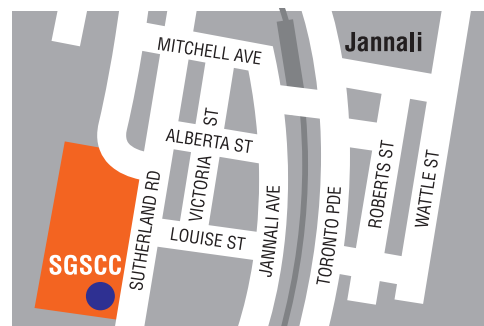
Where to find us

Head Office:

SGSCC
127-129 Sutherland Road
Jannali NSW 2226

Postal Address
PO Box 404
Jannali NSW 2226

P: 02 8543 7429
F: 02 9589 0517
E: disability@sgscc.edu.au
W: www.sgscc.edu.au



Complaints and
Feedback are okay



If you have a complaint,
please tell us



What to do if you have a complaint

You can choose how, when and where you make your complaint

1. Talk to any staff at SGSCC disAbility
2. Let us know why you are not happy
3. Talk to your Support Planner
4. Make an appointment with the Manager or Assistant Manager - SGSCC disAbility
5. Ring or write to the SGSCC CEO
6. Ask for the Complaints/Grievance Procedure
7. It is against the law to victimise a person who complains. Your complaint is confidential.
8. An outcome to the complaint is provided in writing within four weeks.

If the problem has not been resolved within St George & Sutherland Community College, or at any time you may wish to take your complaint to the NDIS Commission

We appreciate your feedback. You can email disability@sgscc.edu.au

Complaints Procedure

"I have a right to make a complaint"

