

Customer Feedback & Complaints Information

Karakan welcomes all feedback. We encourage people to make suggestions where they feel our processes can be improved and raise any issues of concern with us. We are committed to understanding and responding to all feedback, concerns, complaints or allegations that may arise about, or during the service we provide and we appreciate every opportunity to do so.

We also really appreciate compliments, and endeavour to share them as appropriate.

How do I give Karakan feedback, raise concerns or make a complaint?

- Speak with us in person, or by phone 07 3299 1898
- Send an email to qualityandsafety@karakan.com.au
- Send a letter to Karakan Ltd, Unit 14a, 10 Old Chatswood Road, Daisy Hill, QLD 4127

Can I give feedback anonymously?

Yes, you can. If you call us, you can say you would like to remain anonymous, and any record about what you raise will be conveyed without identifying you. Please understand that doing so will limit our ability to respond to your feedback.

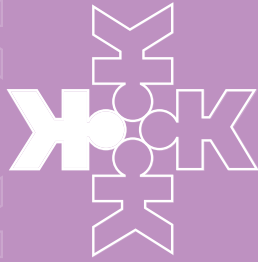
You can also state in written correspondence to us that you would like to remain anonymous. If you do so, centralised registration of your matter will be shown as 'deidentified', and we will respect your choice, subject to exceptions allowed by law.

What if I'm not satisfied with how my complaint is being, or was handled?

If you are not satisfied with our handling of your matter, please contact the Quality and Risk Manager or Chief Executive Officer, depending on who handled your matter, or email qualityandsafety@karakan.com.au

My complaint is about my privacy. Is there a different way to raise this?

The process for raising privacy complaints is outlined in the Customer Privacy and Consent Information resource on our website.



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Where can I get additional support to raise a complaint about or to Karakan?

At any time, you can raise a complaint with the NDIS Quality and Safeguards Commission and/or seek other external support.

We encourage people to seek additional external assistance as appropriate to the circumstances. A list of external contacts is provided below.

Any criminal matter should be referred to:

Queensland Police Service

☎ 131 444

www.police.qld.gov.au

Independent mediation service:

The South Queensland Dispute Resolution Centre

☎ 1800 017 288

drc.sq@justice.qld.gov.au

External Advocate:

Speaking Up For You

☎ 07 3255 1244

www.sufy.org.au

Anyone can make a complain to:

The NDIS Commission

Any participant, family, friends, carers, advocates, workers, or community member can make a complaint about NDIS funded services directly to the NDIS Commission at any time.

☎ 1800 035 544

www.ndiscommission.gov.au

If you are not satisfied with how we have handled your complaint,
you can contact the NDIS Commission and/or:

The Office of the Health Ombudsman

☎ 133 646

www.oho.qld.gov.au