



# Client Feedback & Complaints

Karakan welcomes all feedback. We encourage people to make suggestions where they feel we can improve and raise any issues or concerns with us. We are committed to understanding and responding to all feedback, concerns, complaints, or allegations that may arise about the service we provide, and we appreciate every opportunity to do so. We also really appreciate compliments and will share them where 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](mailto: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 recorded without identifying you. Please understand that doing so will limit our ability to update you on your feedback.

You can also state in written correspondence to us that you would like to remain anonymous. If you do so, centralised recording 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](mailto: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 *Client Privacy and Consent Information* resource on our website.

## 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 if they feel they need this. A list of external contacts is provided overpage.

**Any criminal manner should be referred to:**

**Queensland Police Station**

Phone: 131 444

[www.police.qld.gov.au](http://www.police.qld.gov.au)

**Independent Mediation Service**

**The South Queensland Dispute Resolution Centre**

Phone: 1800 017 288

[www.police.qld.gov.au](http://www.police.qld.gov.au)

**External Advocate**

**Speaking Up For You**

Phone: 07 3255 1244

[www.sufy.org.au](http://www.sufy.org.au)

**Anyone can make a complaint 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.

Phone: 1800 035 544

[www.ndiscommission.gov.au](http://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**

Phone: 133 646

[www.oho.qld.gov.au](http://www.oho.qld.gov.au)