

Feedback and Complaints Policy

Acme Care is committed to doing our best to resolve any issues raised by participants or interested parties in a responsive, fair and consultative manner.

We encourage people to provide feedback, raise concerns or complaints about any aspect of our service. We investigate and evaluate feedback and complaints to ensure we are continuing to improve the quality of our service.

We will support people through the complaint handling process, linking to external agencies such as advocacy services and the NDIS Quality & Safeguards Commission, if applicable.

Acme Care staff are trained on effective complaint handling processes and commit to abiding by the NDIS Code of Conduct and NDIS (Complaints Management and Resolution) Rules 2018.

Acme Care is committed to providing people with accessible mechanisms to provide feedback, compliments and complaints. However, if you feel uncomfortable using One Step Care's internal complaints process, complaints can be lodged directly with the NDIS Quality and Safeguards Commission via the dedicated complaints reporting line.

A complaint can be made to the NDIS Commission by:

Phoning: 1800 035 544 (free call from landlines) or TTY 133 677 (Interpreters can be arranged)

National Relay Service and ask for 1800 035 544

Completing a complaint contact form