



**GOTCHA HELPING HANDS**

THE PROFESSIONAL CHOICE

# Gotcha Helping Hands

## Complaints and Feedback Policy

Easy Read Version



**Feedback is welcome**

Easy Read Policy

**We welcome complaints, compliments, concerns and feedback.  
Your feedback helps us improve our services.**

Last Reviewed: May 2026 | Last Updated: May 2026



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## 1. Purpose

Gotcha Helping Hands welcomes complaints, compliments, concerns and feedback. Feedback helps us improve the quality, safety and responsiveness of our services.

This policy explains how participants, families, carers, advocates, workers and other stakeholders can provide feedback or make a complaint, and how Gotcha Helping Hands will respond.

NDIS providers are expected to have effective complaints management and resolution practices. Registered providers must have a documented complaints management and resolution system.



## 2. Scope

This policy applies to:

- NDIS participants using Gotcha Helping Hands services
- Families, carers, nominees, guardians and advocates
- Employees, contractors and volunteers
- Visitors, referrers and other stakeholders



### 3. Our principles

Gotcha Helping Hands will manage complaints and feedback in a way that is:

- **Accessible** - People can complain in a way that suits their communication needs.
- **Respectful** - People will be treated with dignity and listened to.
- **Fair** - All parties will have the opportunity to provide information.
- **Timely** - Complaints will be acknowledged and responded to promptly.
- **Confidential** - Information will only be shared with people who need to know.
- **Safe** - No person will be disadvantaged or treated poorly for making a complaint.
- **Improvement-focused** - Feedback will be used to improve our services.

The NDIS Code of Conduct requires providers to act promptly when concerns or complaints are raised about the quality and safety of supports.



### 4. What can be complained about?

A complaint may relate to:

- The quality or safety of services
- Staff behaviour or communication
- Access to services or facilities
- Privacy, dignity or respect
- Service agreements or bookings
- Fees, invoices or administration
- Concerns about abuse, neglect, exploitation or discrimination
- Any other issue affecting a participant's experience



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## 5. How to make a complaint or give feedback

A person can provide feedback or make a complaint:

- In person to a Gotcha Helping Hands staff member
- By phone
- By email
- In writing
- Through a family member, carer, support coordinator, nominee or advocate
- Anonymously, where possible

### Gotcha Helping Hands contact options

Website: use the Gotcha Helping Hands website feedback or contact form

Email: [feedback@ghhtpc.com.au](mailto:feedback@ghhtpc.com.au)

Phone: 07 4179 0715

People may also complain directly to the NDIS Quality and Safeguards Commission about NDIS supports or services. Queensland guidance notes that concerns about NDIS services can be taken to the NDIS Commission, while complaints about NDIS plans and NDIA decisions can be directed to the NDIA.

### NDIS Commission contact options

Phone: 1800 035 544

Email: [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

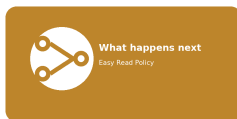
Online: NDIS Commission complaints page



## 6. Support to make a complaint

Gotcha Helping Hands will support people to make a complaint by:

- Explaining the process in plain language
- Providing help to write or communicate the complaint
- Allowing a support person or advocate to assist
- Using interpreters or communication aids where required
- Respecting the person's preferred communication method



## 7. Complaint handling process

Gotcha Helping Hands will:

1. **Receive the complaint** - Listen respectfully and record the complaint.
2. **Acknowledge the complaint** - The complaint will be acknowledged within two (2) business days.
3. **Assess the issue** - Decide whether immediate action is needed to keep people safe. If immediate action is not needed, complaints are ordinarily assessed within ten (10) business days.
4. **Investigate fairly** - Gather relevant information from the person making the complaint, staff and any other involved parties.
5. **Respond** - Explain the outcome, actions taken and any reasons for the decision.
6. **Review and improve** - Use the complaint to identify improvements to services, systems, staff training or procedures.



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## 8. Serious complaints and incidents

If a complaint raises concerns about abuse, neglect, exploitation, violence, serious injury, misconduct or another reportable incident, Gotcha Helping Hands will take immediate action to protect the participant and meet any NDIS reporting obligations.

The NDIS Practice Standards include complaints management and resolution as part of provider governance and operational management.



## 9. Privacy and confidentiality

Complaint information will be handled confidentially and stored securely. Information will only be shared where necessary to investigate or resolve the complaint, protect a person's safety, meet legal obligations or comply with NDIS requirements.



## 10. No disadvantage

A person will not be punished, refused service, treated unfairly or disadvantaged because they make a complaint or provide feedback.



## 11. Records

Gotcha Helping Hands will keep records of complaints and feedback, including:

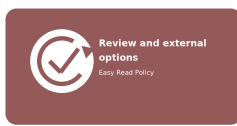
- Date received
- Person making the complaint, if known
- Details of the issue
- Actions taken
- Outcome
- Any follow-up required

- Service improvements identified



## 12. Continuous improvement

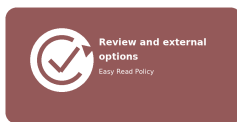
Complaints and feedback will be reviewed regularly to identify trends, risks and opportunities for improvement.



## 13. External complaint options

People may contact the NDIS Quality and Safeguards Commission if they are unhappy with the response from Gotcha Helping Hands or prefer to complain externally.

Complaints or feedback about NDIS plans or NDIA decisions can be directed to the NDIA.



## 14. Review

This policy should be reviewed at least annually, or earlier if there are changes to NDIS requirements, legislation or Gotcha Helping Hands operations.

### Document review details

Last Reviewed: May 2026

Last Updated: May 2026

Note: External contact details for the NDIS Quality and Safeguards Commission were checked against the official NDIS Commission contact information on 8 June 2026.