

Complaints & Feedback Policy

Casa Occupational Therapy welcomes feedback and is committed to providing safe, respectful and high-quality occupational therapy services.

You have the right to provide feedback, raise a concern or make a complaint about any aspect of the services you receive.

Making a complaint will not negatively affect your access to services or the way you are treated.

How to Provide Feedback or Make a Complaint

You can contact Casa Occupational Therapy by:

Email: cara@casaot.com.au

Phone: 0420 330 965

Website: casaot.com.au

You may make a complaint yourself or have a family member, advocate, guardian, nominee or other representative assist you.

When making a complaint, it can be helpful to tell us:

- What happened
- When it happened
- What your concerns are
- What outcome you would like

You are not required to provide all of this information for your concern to be considered.

What Happens After a Complaint?

Casa Occupational Therapy will:

- Treat your complaint respectfully and confidentially
- Acknowledge and consider your concerns
- Seek further information where required
- Take appropriate action where improvements are identified
- Keep you informed of the outcome where appropriate

Complaints will be managed fairly and without discrimination or adverse treatment.



External Complaints

You are not required to resolve a complaint directly with Casa Occupational Therapy if you do not feel comfortable doing so.

If you are not satisfied with how Casa Occupational Therapy has responded to your complaint, or you would prefer to raise your concern externally, you may contact the following agencies:

NDIS Quality and Safeguards Commission.

The NDIS Commission can receive complaints or concerns about the quality and safety of NDIS supports and services provided by an NDIS provider.

NDIS Quality and Safeguards Commission

Phone: 1800 035 544

Website: [ndiscommission.gov.au](https://www.ndiscommission.gov.au)

For concerns relating to your NDIS plan, access to the NDIS, funding decisions or decisions made by the National Disability Insurance Agency (NDIA), you may contact the NDIA directly.

Queensland Office of the Health Ombudsman (OHO).

The OHO accepts complaints about health services and registered health practitioners in Queensland.

Office of the Health Ombudsman

Phone: 133 OHO (133 646)

Online complaints are available through the Office of the Health Ombudsman website.

For privacy-related complaints, you may also contact the **Office of the Australian Information Commissioner (OAIC)**.



Using Feedback to Improve

Feedback and complaints may be used to identify opportunities to improve Casa Occupational Therapy's services, policies, procedures and client experience.

Where possible, information used for service improvement will be de-identified.

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Occupational Therapist

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home- a place connected to comfort, independence and belonging.

