



Feedback and Complaints

Pinarc values feedback from clients and families to assist us in improving our services. We will listen and deal with ALL feedback in a timely and respectful way.

How do I complain?

You can make a complaint verbally or in writing. Please contact a staff member or a manager to raise your concerns.

What happens next?

Our staff are trained to help resolve an issue wherever they can. When they can't, you can expect to hear from a senior person within 1 business day to talk more about your complaint. We commit to fully investigating your concerns and keeping you informed until the complaint is resolved

Still not happy?

At any stage of a complaint, you are able to raise the issue with the NDIS Quality and Safeguards Commission:

<https://www.ndiscommission.gov.au/about/complaints>.

If your complaint is about a worker, you can also contact the Victorian Disability Workers Commission

<https://www.vdwc.vic.gov.au/>

You can use an advocate to support you at any time, especially if your complaint is a serious allegation of abuse, neglect or sexual assault.



Not happy?

Please make a complaint if you are not happy with our service. It will not have an impact on the support or services we provide. You are able to ask for support, an advocate or an interpreter if needed. We take action on all complaints and will work with you to resolve any issue you raise with us.

Contact us:

Complaints@pinarc.org.au
1800 746 272

Love our service?

Our staff love to hear about the positive impact they have on peoples' lives. If you have something great to say about our staff or programs, please let us know! Email us: Admin@pinarc.org.au

Provide feedback anonymously:

<http://www.pinarc.org.au/contact-us>