



COMPLAINTS ABOUT SERVICE



ANYONE CAN MAKE A COMPLAINT ABOUT SERVICE.

If an individual is unable to lodge a complaint themselves, a representative such as a parent, carer or guardian can make the complaint on their behalf.



YOU CAN MAKE A COMPLAINT TO ANY STAFF MEMBER IN THE PNR OFFICE.

PNR can be contacted on:

PHONE - 02 6056 8939

FAX - 02 6056 9124

EMAIL - pnrsc@eirinhealth.com.au

POST - PO Box 1600 Wodonga VIC 3689

ANONYMOUS COMPLAINTS CAN BE TAKEN VIA PHONE OR BY LETTER, HOWEVER PLEASE NOTE THAT IF THIS IS YOUR PREFERRED METHOD, A RESPONSE CANNOT BE PROVIDED.



Once received by the office, your complaint will be forwarded to the General Manager, who will provide an initial response within **2 business days**.

The matter will then be investigated following PNR's Complaints Handling procedure and every effort will be made to resolve the complaint within **10 working days**.

Feedback and a response will be provided during, and at the conclusion of the investigation process as required.



DISABILITY SERVICES

If you are not satisfied with the response to your complaint and wish to take the matter further, you can lodge a complaint with the

NDIS QUALITY & SAFEGUARDS COMMISSION - Phone: 1800 035 544

Website: www.ndiscommission.gov.au



AGED CARE SERVICES

If you are not satisfied with the response to your complaint and wish to take the matter further, you can lodge a complaint with

MY AGED CARE - Phone: 1800 200 422 Website: www.myagedcare.gov.au



PNR will keep a copy of all complaint, investigation and response information for 7 years from the date which the complaint record was made. Complaint records will be made available to governing bodies and quality auditors as required.