

## How to give Feedback or make a complaint

At Cherry Tree Cooks, we value feedback and complaints, and we do not mind if they are positive or negative. Positive feedback is always wonderful to receive but our purpose is to support the individual needs of participants and sometimes we make mistakes.

### Our Values

Our values are:

- Inclusion: We celebrate difference using a person-centred approach
- Empathy: Our service is kind and feelings-focused
- Excellence: We always try our best
- Integrity: We do what we say we are going to do

### Mistakes

- Everybody makes mistakes
- We want to learn from our mistakes and not do them again
- We want to learn from our mistakes to improve our service we deliver to our participants
- We do not want to make mistakes that we do not hear about

### Feedback

#### How to give feedback to Cherry Tree Cooks

We value positive or negative feedback because it tells what we are doing right or gives us an opportunity to improve so that we are better at meeting individual participants needs.

- Feedback forms are used to collect information at the end of every class
- You can write to us to give us positive feedback

Via email: [jennifer@cherrytreecooks.com](mailto:jennifer@cherrytreecooks.com)

- OR – Via email: [philip@cherrytreecooks.com](mailto:philip@cherrytreecooks.com)

Via our website: [www.cherrytreecooks.com](http://www.cherrytreecooks.com) (use the **contact us** link)

#### How to send a complaint to Cherry Tree Cooks

Complaints need to be sent in writing to Cherry Tree Cooks.

To report a complaint, include:

1. Name of the person making the complaint – preferred contact details
2. Name of the participant involved
3. Name of the Cherry Tree Workers involved if applicable
4. Name of any other person affected (if applicable)
5. Date of incident
6. Location of incident
7. Time of incident
8. Details of the incident/complaint. (write what you are complaining about)

9. What can Cherry Tree do to fix the complaint? (suggestions)

10. Send the information to Cherry Tree Cooks

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### **Process for dealing with complaints if sending the complaint directly to Cherry Tree Cooks**

1. Cherry Tree Cooks manager will arrange a meeting face-to-face or on the phone as preferred by the complainant
2. The complainant may bring a support person, advocate, guardian, person responsible, friend, or any other person/s that will help them feel comfortable
3. At the meeting, we will discuss the details of the complaint, strategies for fixing the complaint, strategies for supporting the participant moving forward.
4. Cherry Tree uses a complaints resolution process called **4 A's**:
  - Acknowledgement (listen, empathise, acknowledge, rectify, notify)
  - Answer (Why did something happen or not happen, or why was a decision made)
  - Action (What will be done? Who will do it? How will we communicate our progress? How will we check that things are on track?)
  - Apology (We never intend to offer less than excellent service, when we do, we will sincerely apologise for the pain we have caused)

### **Other ways to complain**

The NDIS has a code of conduct. If the subject of your complaint breaches this code of conduct, you have the right to complain directly to the NDIS Quality and Safeguards Commission. The NDIS code of conduct is attached to the end of this document.

- Via phone: 1800 035 544
- By filling in an online complaint form: <https://www.ndiscommission.gov.au/complaints-form>
- The NDIS Quality and Safeguards Commission provides guidance on complaints management and resolution guidance. Information includes:
  - Make a complaint to the NDIS Commission*
  - Prepare your complaint*
  - Types of complaints we handle*
  - What we can't help you with*Access this information by using the link below:  
<https://www.ndiscommission.gov.au/complaints/make-complaint-about-provider-or-worker#paragraph-id-7580>

## NDIS reportable incidents

The NDIS has a list of incidents that are so serious that they must be reported immediately to the NDIS Quality and Safeguards Commission. These incidents involve mandatory reporting and mandatory requirements of providers. Such incidents include:

- Death of a person with disability – report within 24 hours
- Serious injury of a person with disability – report within 24 hours
- Abuse or neglect of a person with disability – report within 24 hours
- Unlawful sexual or physical contact with, or assault of, a person with disability – report within 24 hours
- Sexual misconduct against, or in the presence of, a person with disability, including grooming of the person for sexual activity – report within 24 hours
- Use of a restrictive practice that is unauthorised by your state or territory, or does not follow a behaviour support plan for the person with disability – report within 5 business days. If the incident has resulted in harm to a person with disability, it must be reported within 24 hours



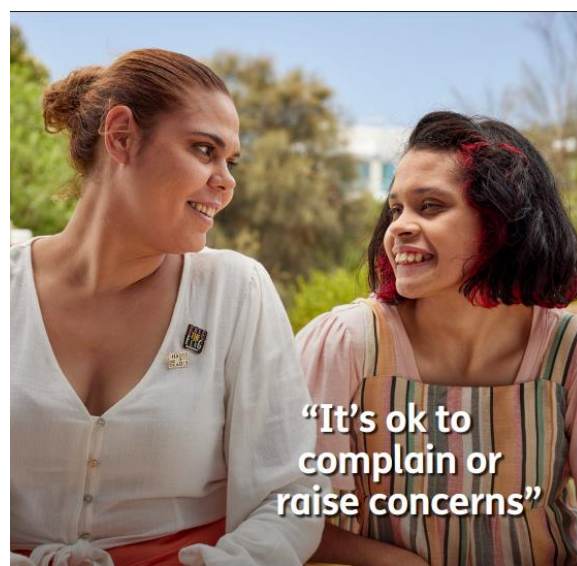
### Make it known, make it better.

Every NDIS participant has the right to safe and quality NDIS supports and services from the providers and workers they choose to support them. If you have a concern or complaint, please raise it. Because when you make it known, you make it better.

Learn more at [www.ndiscommission.gov.au/complaints](http://www.ndiscommission.gov.au/complaints)



NDIS Quality  
and Safeguards  
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## I'm protected by the NDIS Code of Conduct



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### In providing supports or services to people with disability, a person covered by the Code must:

- act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- respect the privacy of people with disability
- provide supports and services in a safe and competent manner, with care and skill
- act with integrity, honesty and transparency
- promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- take all reasonable steps to prevent and respond to sexual misconduct.

#### Contact us

Email: [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)  
Call: 1800 035 544



NDIS Quality  
and Safeguards  
Commission

More information about the NDIS Commission, including resources for providers and participants, is available on the NDIS Commission website at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

Anyone can raise a complaint with the NDIS Quality and Safeguards Commission about providers or workers who breach the NDIS Code of Conduct.