

Complaints & Feedback Management Policy

On Track OT Services is committed to providing safe, respectful, and high-quality Occupational Therapy services. We value feedback and view complaints as an opportunity to learn, improve, and strengthen our services.

We welcome feedback from participants, families, carers, support coordinators, and other stakeholders.

Our Commitment:

We commit to:

- Listening respectfully to all feedback and complaints
- Responding fairly, promptly, and confidentially
- Ensuring no one is treated unfairly for raising a concern
- Using feedback to improve our services and practices

You can raise feedback or a complaint at any time.

What Is Feedback or a Complaint?

Feedback

Includes compliments, suggestions, or comments about our services.

A Complaint

Is an expression of dissatisfaction about:

- The quality of a service
- Communication or professional conduct
- Delays or cancellations
- Safety concerns
- Fees, billing, or service delivery

How to Provide Feedback or Make a Complaint

You can contact us in the way that feels easiest for you:

- **Email:** info@ontrackot.com.au
- **In person:** Speak directly with your Occupational Therapist
- **Written:** Via our website contact form

If you need support to communicate your feedback, you may involve a family member, advocate, or support person.

What Happens Next?

1. **Acknowledgement**
We will acknowledge your feedback or complaint within 2 business days.
2. **Review**
The concern will be reviewed by the Director or a delegated senior staff member.
3. **Response**
We aim to respond within 5 business days. If more time is required, we will keep you informed.
4. **Outcome**
We will explain the outcome clearly and outline any actions taken.

Confidentiality & Fair Treatment

- All complaints are handled confidentially and respectfully
- Your services will not be affected because you raised a concern
- Information is shared only with those directly involved in resolving the issue

If You Are Not Satisfied With the Outcome

If you are unhappy with our response, you may contact an independent body:

NDIS Quality and Safeguards Commission

Phone: 1800 035 544

Website: www.ndiscommission.gov.au

You can contact the Commission at any time. You do not need to raise the complaint with us first.

Continuous Improvement

We regularly review feedback and complaints to:

- Improve service quality
- Strengthen safety and communication
- Support best practice and accountability

Policy Review

This policy is reviewed regularly to ensure it remains current and aligned with best practice and NDIS requirements.

Last reviewed: Jan 2026