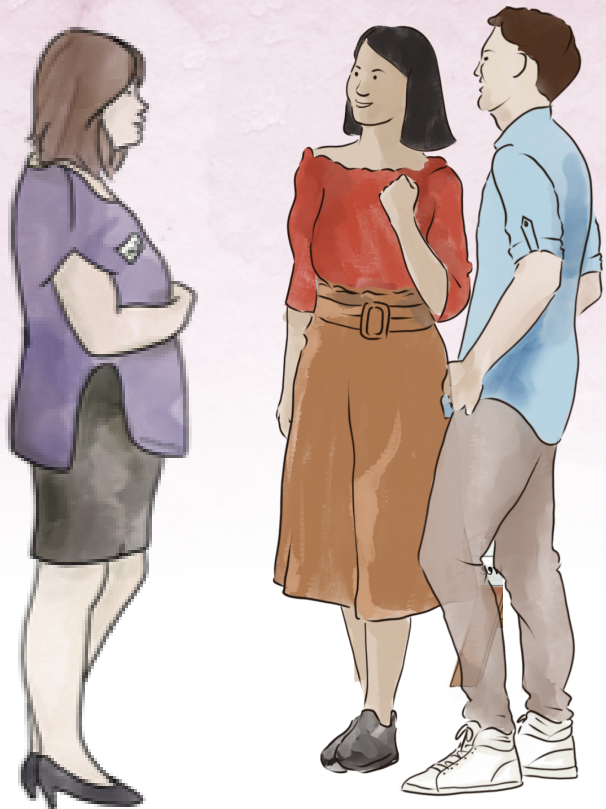




# We welcome your Feedback & Complaints

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## Introduction

Plumtree aim is to ensure that any person or organisation using our services has the right to lodge a complaint and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

Complaints and other feedback are welcomed, acknowledged and respected.

## We welcome your feedback or complaint

- Face to face
- By phone | 02 95728840
- In writing
- By email to [feedback@plumtree.org.au](mailto:feedback@plumtree.org.au)
- Directly to the CEO [sylvana@plumtree.org.au](mailto:sylvana@plumtree.org.au)
- Any staff member
- The Chair of the Plumtree Board
- Complaints can also be made to an external bodies.

## Our commitment

If a direct complaint is received, Plumtree will:

- Treat all parties with respect
- Inform you of what to expect while the matter is being investigated
- Keep you informed of the complaints progress
- Carry out the complaint handling process in a fair and open way
- Appropriately involve you in the resolution process
- Update you on any actions taken and decisions made because of the complaint
- Protect your privacy

## Unresolved complaints

Some complaints may not be resolved through Plumtree's procedures. If you are not satisfied, you can take your complaint to the:

- [NDIS Quality and Safeguards Commission](#)
- [NSW Ombudsmen](#)
- [NSW Office of the Children's Guardian](#)
- [ACEQUA](#)

The NDIS Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way
- NDIS services and supports that were not delivered to an appropriate standard
- how a NDIS provider has managed a complaint about services or supports provided to an NDIS participant.

## Contact details

Please refer any further questions to Elif

**Elif Erdogan**

Client Relationship Manager

**Phone**

02 9572 8840

**Email**

info@plumtree.org.au



**Plumtree Children's Service**

Yabsley Avenue, Jarvie Park  
Marrickville NSW 2204