



Feedback - Compliments and Complaints

Duharte Consulting

Your feedback is important because it may make something better for you and lead to better services and for people with disability.

Duharte Consulting are committed to ensuring that we are responsive to any complaints or feedback you provide. We do this by ensuring that our workers are trained in complaints handling and act with respect and understanding.

What is a complaint?

A complaint is an express statement of dissatisfaction where a person has requested action or it reasonable to assume that the matter requires a response.

A complaint might relate to dissatisfaction with Duharte Consulting's services or one of our policies. It may also relate to the conduct of one of our workers or how we managed and investigated an incident.

What is feedback?

Feedback is a compliment, criticism, comment, or suggestion where a response is not sought, or not reasonable to expect.

A criticism is an expression of dissatisfaction that does not require a response is not expected or follow up has not been requested.

Who can provide feedback?

Anyone can provide feedback to Duharte Consulting, such as:

- participants;
- community members;
- people with disability;
- families;
- advocates.

You can provide feedback about the service you receive, or you can provide feedback on behalf of someone else.

Any person who makes as complaint will not be the subject to any retribution or disadvantage because you have made a complaint.

How can you provide feedback?

You can make a complaint or provide other feedback to Duharte Consulting at any time. You do this:

- via email; or
- by telephone; or
- in person.

Our [contact details](#) are over the page.

If you feel uncomfortable about doing this, you can raise your issue with the **NDIS Quality and Safeguards Commission**. See [over the page for details on how to contact the NDIS](#).

The NDIS Quality and Safeguards Commission can take complaints about:

- Services or supports that were not provided in a safe and respectful way.
- Services and supports that were not delivered to an appropriate standard.
- Reportable Incidents involving NDIS participants.
- Further information is available at the [NDIS Quality and Safeguards Commission](#)

Can someone help me to provide feedback?

Yes. You can ask a family member, or friend to help. You may like to use an advocacy service. These services work with you to help you speak up for yourself to make sure your views and opinions heard and understood. These services are free, independent, and confidential. Table 1 (over the page) lists the organisations that may be able to assist.

Table 1

Advocacy Tasmania	Phone: 1800 005 131 email: contact@yoursaytas.org
Speak Out Association of Tasmania	Phone: (03) 6231 2344 email: admin@speakoutadvocacy.org
Association for Children with Disability Tas. (ACD)	Phone: 1800 244 742 email: admin@acdtas.com.au

How we respond to complaints.

Duharte Consulting assess all complaints and feedback and act in accordance with the complexity and seriousness of the issues raised. We treat any complaint that relates to a serious allegation or safety risk as a high-level complaint, and we escalate these matters to the NDIS Quality and Safeguards Commission or other regulatory or statutory entities. For example, a complaint that is [Reportable Incident](#) (see below) is reported to the NDIS Quality and Safeguards Commission within 24 hours.

How we investigate.

Duharte Consulting investigate complaints according to the principles of procedural fairness which means we manage complaints in a confidential, objective, and fair manner and any findings we make are based on the evidence we have collected.

These principles will apply to you if you make a complaint and the subject of the complaint.

However, whilst procedural fairness ensures that our investigations are carried out in a thorough and fair manner, we cannot guarantee that a complainant will be satisfied with the outcome.

We are committed to resolving the matter.

Duharte Consulting will tell you what we found out in our investigation.

If we identify that we have made an error, we will apologise and we will take action to prevent recurrence.

If we find out that you have been adversely affected by an error, we have made we will offer a reasonable remedy that is acceptable to you and us.

What if I'm unhappy about the outcome of the investigation?

If you are not happy with Duharte Consulting's response to your complaint you can raise it with the NDIS Quality and Safeguards Commission via:

- Phone: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.

- National Relay Service and ask for 1800 035 544.
- Completing a complaint contact form available at: [How to make a complaint](#)

Reportable Incidents

Duharte Consulting has Incident forms and an Incident Register for any Reportable Incidents relating to the treatment of NDIS participants by their NDIS registered providers. These may include:

- the death of a NDIS participant
- serious injury of a NDIS participant
- abuse or neglect of a NDIS participant, including allegations of such occurrences.
- unlawful sexual or physical contact with, or assault of, a NDIS participant
- sexual misconduct committed or alleged against, or in the presence of, a NDIS participant, including grooming of the NDIS participant for sexual activity.
- the unauthorised use or allegation of a restrictive practice in relation to a NDIS participant

If we see or hear of any such incident we will make a record of it, discuss it with you and/or your nominee and make an enquiry with the NDIS Commission about making a report. You can also report an incident with support from independent advocates to report an incident (see previous page), and/or anyone else you chose.

Reportable Incidents can be made to the NDIS Commission on: TASComplaints@ndiscommission.gov.au or on Ph on 1800 035 544.

Contacting Duharte Consulting

If you have any questions or you would like more information about this process or Reportable Incidents, please do not hesitate to contact us:

- Email: manuel@duharte.com.au
- Phone: 0408 060879

Confirming that you understand this information

Duharte Consulting will provide this information to you with your Services Agreement and other information. We will ask you to sign a sheet to confirm that you have received this information and that you understand it.

Version history

Policy drafted by	Manuel Duharte and Rob Bellchambers
Approved by	A & M Duharte
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