

Complaints and Feedback Commitment Statement

BCR recognises that complaints are an important mechanism we can use to continually improve our supports and services and is committed to resolving complaints fairly, efficiently and effectively. BCR welcomes feedback and is committed to actively seeking and using feedback received, including complaints, to improve the way we do things.

More specifically, BCR will:

- deliver high quality services and welcomes customer feedback on our supports and services, as a means of monitoring and improving service delivery to customers, as well as enhancing organisational effectiveness and efficiency,
- ensure that all customer complaints are managed in a responsive, efficient, effective and fair manner. Complaints will be treated with respect and will receive a professional level of service throughout the complaints process,
- ensure feedback and complaints are managed through a transparent, accessible, responsive and accountable process that protects confidentiality, promotes fairness and supports continuous improvement,
- investigate and resolve complaints in a timely matter whilst ensuring appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong,
- provide accessible methods and tools for feedback and complaints to be raised,
- monitor feedback and complaints through a consolidated register to ensure the resolutions are reviewed and drive continuous improvement throughout the organisation,
- where a complaint has been assessed and categorised as an incident, take the appropriate measures in line with our Incident Management System to identify and report to relevant external authorities within the defined timelines, and
- ensure any complainant is made aware of, and has access to advocates, language services and other accessible methods of raising concerns about the service or organisation.

You can make a complaint or provide feedback, compliments or suggestions by:

- talking to any member of staff, either face-to-face or by calling 1300 222 748,
- using the online form on the [Contact](#) page of the BCR Communities website,
- sending an email to info@BCRCommunities.com,
- writing to us at 18 Sanctuary Point Road, Sanctuary Point, NSW, 2540, or
- using any other method of communication that suits you.

In the unlikely event that BCR cannot resolve the matter, complainants can seek assistance from the relevant governing body to which the matter relates

Aged Care Quality and Safety Commission

If the complaint relates to an Aged Care support or service, a complaint can be made to the Aged Care Quality and Safety Commission by:

- phoning 1800 951 822. Interpreters can be arranged,
- TTY 1800 555 727 and ask for 1800 951 822
- completing a [complaint contact form](#), or

- writing to Aged Care Quality and Safety Commission:
GPO Box 9819
Sydney NSW 2001

More information can be found at www.agedcarequality.gov.au/contact-us/complaints-concerns/what-do-if-you-have-complaint

The [Older Persons Advocacy Network](#) offers a free, confidential service. You can call them on [1800 700 600](tel:1800700600).

NDIS Quality and Safeguards Commission

If the complaint relates to an NDIS support or service, a complaint can be made to the NDIS Quality and Safeguards Commission by:

- phoning 1800 035 544
- TTY 1800 555 727 and ask for 1800 035 544,
- completing a [complaint contact form](#), or
- writing to NDIS Quality and Safeguards Commission
PO Box 210
Penrith NSW 2750

More information can be found at www.ndiscommission.gov.au/contact-us/makeacomplaint.

More information in easy read format can be found at ndiscommission.easyread.com.au/making-the-ndis-safe/8-contact-us.

You can find an advocate using the [Disability Advocacy Finder](#).

Office of the Children's Guardian

If the complaint relates to a support or service being provided to children and young people under 18, a complaint can be made to the Office of the Children's Guardian by:

- phoning 13 77 88
- TTY 133 677 then ask for 13 77 88
- speak and listen service call 1300 555 727 then ask for 13 77 88
- SMS relay service on 0423 677 767 then type 13 77 88
- make an internet relay call then type 13 77 88
- completing a [complaint contact form](#), or
- writing to Office of the Children's Guardian

Locked Bag 5100

Strawberry Hills NSW 2012

More information can be found at www.ocg.nsw.gov.au/parents-and-carers/how-parents-can-raise-concern.

PLEASE NOTE: The Office of the Children's Guardian does not deal directly with complaints or concerns about the risk of harm to individual children. To report suspected child abuse or neglect contact the Child Protection Helpline on 132 111 (TTY 1800 212 936).

