

## **Complaints and Feedback Policy**

If you are unhappy with the service provided by ORS Group, you can make a complaint without fear of retribution. Your complaint will be handled in a private and confidential manner.

ORS Group encourages both good and bad feedback as part of our commitment to continuous improvement. You can provide feedback directly to ORS via:

- Your consultant
- The feedback email [feedback@orsgroup.com.au](mailto:feedback@orsgroup.com.au)
- Our website feedback form at [www.orsgroup.com.au](http://www.orsgroup.com.au)
- Our Chief Operations Officer or Chief Executive Officer

NDIS participants can also provide feedback by speaking to the ORS NDIS General Manager **1800 000 677** or by emailing [NDIS@orsgroup.com.au](mailto:NDIS@orsgroup.com.au).

ORS Group will investigate and address all complaints taking a “no blame” approach. It is preferable that issues are resolved at the time they occur between the persons involved. If this is not possible, the complaint is escalated to the relevant Manager for further investigation and action. The Chief Operations Officer and Chief Executive Officer will be notified if the complaint is considered to be serious.

All complaints are recorded and managed through our complaints register. In the unlikely event ORS Group cannot resolve a complaint, we will refer the complaint to the appropriate corporate client or complaints resolution body.

### **NDIS**

If an NDIS participant is not satisfied with ORS Group’s handling of their complaint or does not want to speak with ORS Group, they can contact the **National Disability Insurance Agency (NDIA)** by calling **1800 800 110**, visiting one of their offices in person, or visiting [www.ndis.gov.au](http://www.ndis.gov.au) for further information.

### **WANDIS**

WANDIS Participants can contact the Consumer Liaison Officer at the Department of Communities and Disability Services on **1800 998 214** if they are not satisfied with something that ORS Group has done.

### **Workplace Rehabilitation**

Workplace Rehabilitation clients can also provide feedback to their insurer or the relevant state based Accreditation body:

- **WA:** Workcover Advice & Assistance hotline 1300 794 744
- **NSW:** icare 13 44 22
- **VIC:** 1800 136 089
- **QLD:** 1300 362 128
- **ACT:** 02 6207 3000
- **TAS:** 1300 366 322
- **Comcare:** 1300 366 979

### **RTO**

If desired, RTO students can contact the **ASQA** complaints team on **1300 701 801**, or email [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au) for further assistance.