



CLEANLINESS

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Website: cleanliness.net.au

CLEANLINESS – NDIS Complaints Management & Resolution System Chart (CMRS01)

Step 1 - Lodging a Complaint

For all complaints connecting to the quality of services provided by CLEANLINESS to a Participant, The Participant or Person making a complaint on their behalf can be lodged to the CLEANLINESS in writing via:

1. **Email:** sales@cleanliness.net.au
2. **Mail:** PO Box 682, Goulburn NSW 2580.
3. **SMS:** 0447 901 606
4. **Website Contact Form:** <https://www.cleanliness.net.au/contact.html>

When the complaint has been received by CLEANLINESS, a confidential written acknowledgment for receiving the complaint will be issued both to the Person making the complaint & the Participant.

CLEANLINESS will create a Complaints log (CMRS03) entry to commence the Complaints Management Process.



Step 2 – Analysis

CLEANLINESS, in confidential consultation with the Person making the complaint & the Participant, will then gather information relating to the Complaint. This information will be recorded in the Complaints log (CMRS02).



Step 3 – Plan

CLEANLINESS, in confidential consultation with the person making the complaint & the Participant, will then use this information to devise alternative remedial solutions to the complaint. The Person making the complaint & the Participant will then decide which one of these solutions is the most appropriate remedial action. Their decision will be recorded in the Complaints log (CMRS02).



Step 4 – Implement

CLEANLINESS will then implement the determined solution. Implementation will be recorded in the Complaints log (CMRS02).



Step 5 – Review

CLEANLINESS, in confidential consultation with the person making the complaint & the Participant, will review the effectiveness of the implemented solution & return to Step 2 if necessary. The result of this review will be recorded in the Complaints log (CMRS02). When the complaint has been resolved, the Complaints log (CMRS02) is signed off by the Person making the complaint & the Participant & CLEANLINESS.



Step 6 – Record keeping

Next, CLEANLINESS will file the finalised Complaints log (CMRS02) document in it's Complaints records. This document will be retained by CLEANLINESS for 7 years.

NOTE: Alternatively, if you feel uncomfortable lodging a complaint to CLEANLINESS about the NDIS services that it provides to you, you can lodge your complaint with the **NDIS Quality and Safeguards Commission** by visiting website: <https://www.ndiscommission.gov.au/participants/complaints>

Date Executed: 26/3/19 Date of next review: 26/1/19 Principals' Name: Tom Keeners Signature: TKB