



St Vincent de Paul Society  
NSW  
*good works*

*St Vincent de Paul Society NSW is a NDIS LAC Partner delivering NDIS Local Area Coordination services in NSW*

## Compliments, Complaints & Feedback Fact Sheet

### HAPPY OR UNHAPPY WITH OUR SERVICE?

We very much appreciate feedback – positive and otherwise.

The Society is keen to hear about your recent experience. Have you had a positive experience with one of our team members - have they done a great job?

Despite our best intentions, however, we know that sometimes things can go wrong and we would like to hear from you if this happens.

If you have feedback or a complaint about any of the Local Area Coordination (LAC) services that we provide, the standard of service or the actions of any of our staff, please let us know.

### WHAT IF IT'S A COMPLAINT?

If your complaint relates to an issue, form or process managed by the National Disability Insurance Scheme,

- then contact **the NDIS** by:
- using its Website: <http://www.ndis.gov.au/>
  - emailing [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)
  - phoning [1800 800 110](tel:1800800110).

If your complaint relates to a Vinnies staff issue,

- then contact **the Society** by:
- emailing [LACcomplaints@vinnies.org.au](mailto:LACcomplaints@vinnies.org.au);
  - mailing: PO Box 5 Petersham NSW 2049;
  - phoning [1800 795 626](tel:1800795626) (8.30am to 5.00pm Monday to Friday).

### WHAT DO WE NEED TO KNOW FROM YOU?

When you first provide feedback or make a complaint by email, mail or telephone we will need to know:

- your name;
- where and how we can contact you;
- the details of your feedback, positive experience or complaint, including the date it occurred and the name of any of our staff who you have already talked to or who may know about this matter;
- the outcome you are seeking; and
- whether you have raised this or a similar matter with the Society before.

### HOW WILL WE DEAL WITH YOUR FEEDBACK OR COMPLAINT?

We will acknowledge your feedback or complaint and, in the event of a complaint, carry out a complaint management process. You will receive a response from the Society within 30 days.