

The

Sensory

www.sensorygym.com.au



Paediatric Occupational Therapists

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COMPLAINTS POLICY FOR CLIENTS

If a client or client's family wishes to give the provider feedback or is not happy with the provision of supports and wishes to make a complaint, please contact Colleen Hacker (colleen@sensorygym.com.au) or Lynette Burke (lynette@sensorygym.com.au) or on 4578 9799.

If a client or client's family is not satisfied or does not want to talk to this person, the client or client's family can contact the NDIA by calling 1800 800 110, visiting one of their offices in person, or visiting ndis.gov.au for further information.

Additionally, clients may contact the Office of the NSW Ombudsman by calling 02 9286 1000 or 1800 451 524. Complaints can be registered using an on-line complaints form found on the website www.ombo.nsw.gov.au.