

Complaints Policy & Procedures

PlanCare is committed to ensuring that any person using our services has a right to lodge a complaint and to have their concerns addressed in ways that have access to fairness, equity, transparency and accountability.

PlanCare will provide a complaints management procedure that:

- Ensures complaints are fairly assessed and responded to promptly
- Is simple and easy to use
- Complies with legislative requirements
- Is procedurally fair
- Is available to all members

If you make a complaint to PlanCare you can expect that we will:

- Ensure the privacy and confidentiality of the complainant
- Treat you with respect and value your complaint and feedback
- Explain the complaint process to you
- We will carry out the complaint handling process in a fair and transparent way
- We will provide reasons for any decisions that are made about your complaint
- The complainant will not be adversely affected as a result of making a complaint or a complaint that has been made on their behalf

If you are unhappy with your services that have been provided by PlanCare, please reach out to us so we can work with you to resolve any issues. We are here to listen to you and respond.

Questions?

We know you probably have lots of questions, so feel free to contact our friendly customer service team.

Contact us at:

- T** 1800_024_000
- E** hello@plancare.com.au
- W** www.plancare.com.au

Making a Complaint

If you want to make a complaint, please contact us via email at feedback@plancare.com.au or contact us on Tel: 1800_024_000 or fill out the Complaint Contact Form on our website www.plancare.com.au/feedback

What happens Once I make a Complaint?

Once you have made a complaint;

- You will be sent a complaint case number via email (please ensure you make a note of this number and make sure you reference this on all correspondence regarding the complaint).
- Your complaint will be assigned to a case manager, and they will contact you within two business day after logging the complaint.
- We will aim to resolve your complaint within 21 business days from the receipt of the complaint.
- We will provide you with an outcome report for your records, and also ask for your feedback on the handling of your complaint.

What if I am unhappy with the outcome of my complaint?

We hope to be able to resolve your complaint by listening to what you have to say and trying to resolve and improve our service where needed. If, however, you are not happy with the outcome of your complaint or how it has been handled we recommend you contact the NDIS Commission on or completed their complaint form on the NDIS Commission website www.ndiscommission.gov.au.

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