

Complaints & Feedback Policy

How to raise concerns and how we respond

We welcome feedback

Feedback helps us improve. You can praise, suggest improvements, or make a formal complaint about any aspect of our service.

How to contact us

- Phone: 0430 068 300
- Email: chameleonnursingcare@gmail.com
- In writing or via our website contact form

What we will do

- Acknowledge your complaint promptly.
- Investigate fairly and confidentially.
- Keep you informed of progress where appropriate.
- Aim to resolve issues as quickly as possible.
- Record complaints to improve our systems.

External options

If you are not satisfied with our response, you may contact the NDIS Quality and Safeguards Commission, the Aged Care Quality and Safety Commission (where relevant), or an advocacy organisation.

This document is a plain-language summary for participants, families and staff. It is not legal advice and does not replace official NDIS Commission, Commonwealth or NSW legislation. Always refer to the latest official sources.