

Complaints Statement

If you have any concerns about the service you have received at Silverlea Early Childhood Services Inc or any other aspect of Silverlea Early Childhood Services Inc you can raise this with us by contacting us on the details below. We take all complaints seriously and we will endeavour to respond to your complaint and address your concerns as soon as reasonably practicable.

Phone: (08) 8087 3971

Email: silverlea@earlychildhoodservice.com

Post: PO Box 984, Broken Hill, NSW, 2880

Silverlea Early Childhood Services Inc will attempt to resolve your concerns. If after contacting us you are not satisfied, you can contact:

- The New South Wales Ombudsman on 02 9286 1000 or toll free on 1800 451 524. The ombudsman's website is www.ombo.nsw.gov.au.
- If you are in New South Wales, South Australia, the Australian Capital Territory, Northern Territory, Queensland, Victoria or Tasmania, a complaint can be made to the NDIS Commission by:
 - Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
 - National Relay Service and ask for 1800 035 544.
 - Completing a complaint contact form.

The NDIS Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way
- NDIS services and supports that were not delivered to an appropriate standard
- How an NDIS provider has managed a complaint about services or supports provided to an

NDIS participant

- As well as dealing with complaints, the NDIS Commission works to educate providers about delivering quality and safe supports, and effectively responding to complaints. If a complaint raises a serious compliance issue, the NDIS Commission has powers to take action.
- Rob Jordan Disability Advocate Far West NSW Disability Advocacy NSW, Advocacy Law Alliance Inc.
PO Box 295, Broken Hill NSW 2880
P: 0428 123 687
Websites: www.da.org.au, www.advocacylaw.org.au

You can view our Complaints Policy at Silverlea Early Childhood Services Inc at any time on request or by visiting our website www.bhearlyintervention.com.au.