



What happens when you make a complaint to us

You are receiving this advisory as you have either made a complaint or requested information about how to make a complaint to SchemeWise.

You can make a complaint to SchemeWise:

- in person to any service officer
- by phoning 1300 785 567
- by emailing help@schemewise.com.au
- by completing our feedback, compliments or complaints form on our website at www.schemewise.com.au/feedback
- by getting help from a disability advocate at www.dana.org.au

Once we have received your complaint

Once we have received your complaint we will acknowledge this via email within 48 hours and tell you what SchemeWise will do next.

We may need to investigate the nature of your complaint and will make a record on our system. We may need to meet with you to understand the matter further. It may take us an additional 5-14 days to complete this.

We will then inform you of the outcome of the investigation and provide any relevant information to you. This information may indicate the corrective actions we may take, any other actions or information required, or that we believe there are no grounds for the complaint (and will close the matter).

We aim to settle 90% of complaints to us within 21-30 days. Occasionally, it may take a bit longer if the matter is a complex one and we will inform you if a longer period is required.

What happens next

We like hearing about complaints because it helps us improve our services and practices. You can expect ongoing professional and courteous service from SchemeWise officers. People do not get into trouble for complaining.

If you do not agree with the outcome of our complaint investigation you may make a complaint to another body who will investigate how SchemeWise has handled the matter, such as:

NDIS on 1800 800 110 or www.ndis.gov.au

NDIS Commission on 1800 035 544 or www.ndiscommission.com.au

Commonwealth Ombudsman on 1300 362 072 or www.ombudsman.gov.au