



Customer Feedback and Complaint Process

At Emprise Mobility, we are committed to supplying the right assistive technology products and quality services to you. We will endeavour, always, to provide the best possible service and assistance.

However, if at any time we do not meet your expectations, or you have an issue with products, services or supports that we have provided, then please let us know so that we can solve the problem. Even the best of us sometimes overlook something. When this happens, we will address any problems as quickly as possible.

This booklet outlines our Customer Feedback and Complaint Process, to help you help us to provide the very best service.

Emprise Mobility – helping you to enjoy more everyday living in every day.

Our Customer Feedback and Complaint Process

Our Customer Feedback and Complaint Process is here to make it easy for you to raise an issue with us and to have it addressed effectively, and without stress.

We will do our best to deal with any complaint fairly and quickly.

This process is available to all our customers.¹

Who can make a complaint?

Anyone can make a complaint about the products, services or support we have provided, or the manner in which we have provided them.

This includes:

- People who are receiving products and services from us, including NDIS supports or services
- Our customers that are organisations
- Organisations and others who have arranged with us to supply products, services and supports to you
- Family members, carers and other people.

Do you have to give your name to make a complaint?

No. You can make a complaint anonymously – that is, you do not need to give your name when you make a complaint. You can also have someone else make the complaint for you, and not share your name or other details.

If you make an anonymous complaint, we will not be able to communicate with you because we do not know who you are, but we will still act to resolve the issue(s) you have raised and to improve our products and/or services.

¹ Emprise Pty Ltd (trading as Emprise Mobility) is a registered National Disability Insurance Scheme (NDIS) Provider. Our process complies with the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018.

How can you make a complaint?

We will give support and help to anyone who wants to make, or who has made, a complaint, about us.

To make a complaint, you can fill in our **Feedback Form**.

You can pick up a Feedback Form at any of our stores or ask us to post or email a Feedback Form to you.

But you don't need to use the Feedback Form if you prefer to make your complaint in a different way.

You can make your complaint:

- by talking with us face-to-face;
- by calling us on the phone;
- through your preferred Augmentative or Alternative Communication device or method;
- by email.

Can you ask someone for help to make a complaint?

Yes.

You can have a family member, carer, friend, advocate, advisor, or any other person make the complaint for you.

Does your complaint have to be in English?

No.

While we are an English-speaking business, you can make your complaint in your preferred language.

We will have written complaints translated by a professional translator. We can also organise to have an interpreter if you would like to make your complaint in person or over the phone – but we will need a day or two to organise this.

Who should you contact to make a complaint?

If you are phoning in or visiting in person, any of our showroom staff can assist you to make a complaint. Just let them know that you would like to make a complaint.

If you would prefer to speak to someone senior about a significant concern, you can make your complaint to any of our senior management or staff.

Email: hello@emprisemobility.com.au

Phone: 1300 761 196

Can you report your complaint to anyone else?

Yes. You can also report your complaint to:

- Consumer Protection
- ATSA (Assistive Technology Suppliers Australia)²
- For Home Care Packages
 - Aged Care Quality and Safety Commission or your Home Care Package manager.
- For NDIS
 - The NDIS Quality and Safeguards Commission, also sometimes referred to as the “NDIS Commission”.
- For DVA
 - To your therapist or we can provide contacts for the Prime Contractor

If you would like to do this, we will support you. For example, we will show you how to contact the right people at the appropriate organisation.

² Emprise Mobility is a member of ATSA. We abide by the ATSA Codes of Conduct.

What will happen when you make a complaint?

We will follow these steps for all complaints about our supports and services:

1. We will listen to you or read your complaint.
2. We will acknowledge your complaint and communicate with you to ensure we have correctly understood your complaint.
3. We will ask you what outcome you are seeking.
4. We will assess your complaint. We might need to speak with you again, or others who are familiar with the situation. We might also need to do some other research to get the full picture of what has happened (or should have happened).
5. It might take a little time to work it all through, but we will keep in touch with you, so you know what is going on and when you should expect an answer.
6. We will come back to you with a response to your complaint and a proposed solution, where appropriate.
7. We will tell you our decision and the reasons for our decision.
8. If you are happy with the proposed solution, we will implement it.
9. We will check with you that you are satisfied with the result.
10. We will make sure that any recommended improvements or changes that we identified because of your complaint are put into place.

Depending on the complaint and the results of our assessment, there might be a range of responses. For example, our response may be one or more of::

- no further action is required
- you are owed an apology
- you are entitled to a part or full refund of fees
- you are entitled to a replacement product or service
- we need to change our policies and procedures to ensure similar events don't happen again
- it would be appropriate for us to support you to transfer to a different provider

- we undertake to ensure the staff involved receive additional training and/or supervision, as appropriate

What if you are unhappy about our decision or how we've handled your complaint?

If you are not satisfied with our response to your complaint, we will schedule a time to meet with you to discuss your ongoing concerns with a view to resolving the matter in a friendly way.

If you are not happy with our response, you have other options to escalate your concerns. We will help you to contact the right people at these organisations (if you would like us to):

- For NDIS – the NDIS Quality and Safeguards Commission
 - <https://www.ndiscommission.gov.au/about/contact>
- Consumer Protection
 - <https://www.accc.gov.au/consumers/consumer-protection/where-to-go-for-consumer-help>
- ATSA (Assistive Technology Suppliers Australia)
 - <https://www.atsa.org.au/contact-atsa/>
- Home Care Packages – Aged Care Quality and Safety Commission
 - <https://www.agedcarequality.gov.au/making-complaint>
 - Or your Home Care Package manager
- For DVA
 - Via your therapist or we can provide contacts for the Prime Contractor.

Will your complaint be treated confidentially?

Yes. We take your privacy very seriously and actively manage personal and sensitive information.

Information we gather will be kept confidential and only shared if required by law or if the disclosure is otherwise appropriate in the circumstance (e.g. if we need to contact our insurer or a regulator).

How fast will we process your complaint?

If you bring your complaint to us in person or by phone, we will take the details immediately and start the process to resolve your complaint.

If you lodge your complaint by another means (e.g., email or mail), we commit to get back to you and start the process to resolve your complaint within 2 business days of receiving the complaint.

If the complaint is of an urgent nature (e.g., significant health risk or related to a Reportable Incident), we will get back to you same day; as soon as we can.

We will work with you to resolve your complaint as soon as practicable and will keep in touch with you throughout the process.

How long will we keep records of your complaint?

We are required by law to keep appropriate records of all complaints received in our capacity as an NDIS provider for **at least 7 years** from the date a record is made.

These include, where appropriate:

- information about complaints;
- any action taken to resolve complaints; and
- the outcome of any action taken.

We are also required by law to collect complaints-related information to enable us to review issues raised in complaints, identify and address systemic issues raised through the complaints management and resolution process and, if requested, to report information relating to complaints to the NDIS Commissioner.

Can I ask questions about the process?

Yes, please do not hesitate to contact us if there is anything else you would like to know about our complaints process.

Thank you



Helping you to enjoy more everyday living in every day.

Complaints (and compliments) let us know how we are going and where we need to improve. Resolving complaints in a friendly way gives us the opportunity to improve our services and to learn from our mistakes.

We take all complaints very seriously and will work hard to address and resolve them to your satisfaction.

The Emprise Mobility Team.

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