



Address: 5 Pioneer Road, Yandina Qld 4561  
Phone: 07 5446 7541  
Email: [sales@themattresscompany.com.au](mailto:sales@themattresscompany.com.au)  
ABN: 79 880 282 087  
NDIS: Provider Number.....

Welcome to The Mattress Company!

Thank you for choosing to purchase one of our Mattresses, Ensembles or Adjustable beds under the NDIS scheme.

We trust that you will have good sleep and comfort from our bed over many years to come. In addition to our Mattresses, Ensembles and Adjustable beds we also have available for purchase a range of pillows including our Copper Gel and Fusion Gel options and also wool Mattress Protectors.

We feel as a business that we make an excellent product with all staff, right from our showroom, to our manufacturing and delivery staff, taking pride in all areas of work they do. This is to ensure our customers will have comfort and a great night's sleep.

We like to give our staff frequent comment on a job well done, and would welcome any comments or feedback you could give us to pass on, as a thank you for the great work they do.

At the Mattress Company Pty Ltd, we do our best to help people. But sometimes, you, or someone else, might not be happy with us. We are a registered National Disability Insurance Scheme (NDIS) provider. As such, you have the right to make a compliment or complaint about our product or service at any time.

We will do our best to deal with any complaint fairly and quickly. Anyone can make a compliment or complaint including yourself, a carer or family member. This can be done in the following ways

By phone: 07 5476 7541

Email: [sales@themattresscompany.com.au](mailto:sales@themattresscompany.com.au)

Post: 5 Pioneer Road, Yandina Qld 4561

You do not have to give your name to compliment, complain or give feedback to improve our product or services, but can still provide your comment via post.

### **What will happen when you make a complaint? How do we ensure the process is fair?**

To make sure everyone is treatment fairly, we will follow these steps for all complaints about our supports and services:

**First**, we will send you a **message in writing**. The message will:

- tell you that we have received your complaint; and
- tell you what we are doing to look into the complaint, when you can expect to hear from us, and who you can contact to discuss the complaint; and
- tell you and any person with a disability affected by the issue in your complaint how to raise the complaint with the NDIS Commissioner; and
- Offer to help you to contact the NDIS Commissioner about the complaint.

(Note: If you make an anonymous complaint, we will not be able to do this because we won't know who you are.)

**Second**, we will **assess** your complaint. This means we will look into your complaint by reviewing what happened, talking to you, NDIS participants, and any staff members who were involved, and looking at any documents or other records we have that might give us information about what happened.

**Third**, we will work with you to try to **fix (resolve)** the complaint. If appropriate, we will keep you involved in the resolution process.

We will also keep you informed on the progress of the complaint, including any action taken. We will do our best to do this in a fair way that doesn't take too long. We will try to resolve your complaint within 21 business days. If this isn't possible, we will let you know why not in writing and give you an estimate of how long it will take for us to respond. (Note: If you make an anonymous complaint, we will not be able to do this because we won't know who you are.)

**Fourth**, we will **respond appropriately** to your complaint. Depending on the complaint and the results of our assessment and attempts to resolve the complaint, this may include a range of responses. For example, our response may be that:

- no further action is required; or
- you are owed an apology; or
- you are entitled to a part or full refund of fees; or
- we need to change our policies and procedures to ensure similar events don't happen again; or
- it would be appropriate for us to support you or an NDIS participant to transfer to a different provider.; or
- we undertake to ensure the staff involved receive additional training and/or supervision, as appropriate.

We will tell you our decision and the reasons for our decision. (Note: If you make an anonymous complaint, we will not be able to do this because we won't know who you are.) We will also make sure that any recommended improvements or changes are put into place.

At each stage in the process, we will do our best to make sure everyone is treated fairly. This is called "**procedural fairness**".

### **What if you are unhappy about our decision?**

If you are not satisfied with our response to your complaint, let us know and our Complaints Officer will try to 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. You can take your complaint to:

- the NDIS Commissioner;

We will help you to contact the right people at this organisation (if you would like us to).

**More information about making a complaint to the NDIS Commissioner.**

NDIS Commissioner: <https://www.ndiscommission.gov.au/about/complaints-feedback/complaints>

You can make a complaint to the NDIS Commission by:

- Phone: 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.

**Thank you**

Complaints (and compliments) give us useful information about the quality of our services. 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 efficiently to your satisfaction as set out in this policy.

