

INFORMATION REGARDING COMPLAINTS AT BLIND FREDDY ELECTRIC BIKES (BFEBikes)

BFEBikes is required to meet the NDIS Practice Standards under the NDIS Quality and Safeguards Commission. This resource is designed to help staff and customers understand the complaints process and their role in managing complaints. For further information, please refer to the BFEB Complaints Policy document.

Customers may provide feedback or make a complain about the services provided by Blind Freddy Electric Bikes via two different paths:

Path 1		Path 2
Blind Freddy eBikes		NDIS Commissioner
A customer can make a complaint directly to BF eBikes either informally or formally		A customer can make a formal complaint to the NDIS Quality and Safeguards Commission
Informally	Formally	
<p>Many complaints can be resolved informally and this is often the best first step.</p> <p>The customer making a complaint and/or their representative is encouraged to raise the complaint by talking directly to the person involved. This can be done verbally or in writing.</p> <p>Any concerns or informal feedback that staff receive should be discussed with your immediate Manager in the first instance, prior to forwarding to the Complaints Officer, if required.</p> <p>Customers to be provided with the easy read NDIS document on handling complaints and fixing problems linked in the complaints policy</p>	<p>Formal complaints can be made to the Complaints Officer Phone: 0421 317372 Email: info@blindfreddyebikes.com.au</p> <p>The complaint will then undergo a full process of investigation, with customers being informed, if relevant, at each step, including a final report being sent to the Ownership team.</p>	<p>A formal complaint can be made about any issue connected to supports or services provided by BFEBikes.</p> <p>The customer can make a complaint over the phone to the NDIS Commission: 1300 035 544 or by filling out an online form.</p> <p>Online form: https://www.ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-form</p> <p>In this circumstance, a staff member from Blind Freddy eBikes can support the customer to contact the NDIS Commission if the customer wishes.</p>
Staff can access the Internal Complaints Flow Chart for further details of this process.	This will then be registered on the complaints register. This will be reviewed and relevant actions will be recommended for Continuous Improvement.	The Commissioner will then decide what to do. This may include helping the complainant or other people affected to work with BFEBikes to resolve the complaint and undertake a resolution process.