If you make a complaint to Cerebral Palsy Alliance you can expect that we will:

- treat you with respect
- tell you what to expect while your complaint is being looked into
- carry out the complaint handling process in a fair and open way
- provide reasons for decisions that are made
- protect your privacy

**Making a Complaint**

**Escalation Steps**

1. **STEP 1**
   - Discuss your concerns or complaint with the **PERSON OR SERVICE INVOLVED**
   - If unresolved, proceed to the next step.

2. **STEP 2**
   - Discuss your concerns or complaint with the **SERVICE MANAGER**
   - They will follow up within 2 working days.
   - If unresolved, proceed to the next step.

3. **STEP 3**
   - Discuss your concerns or complaint with the **SENIOR MANAGER**
   - If unresolved, proceed to the next step.

4. **STEP 4**
   - Discuss your concerns or complaint with the **CEO**
   - If unresolved, proceed to the next step.

5. **STEP 5**
   - Discuss your concerns or complaint with an **OUTSIDE AGENCY** such as the NDIS Quality and Safeguards Commission.
   - Note: You may refer your complaint to an outside agency at any stage.