

# Companion Card NSW

**Promoting the rights of people with disability, who require a companion,  
to fair ticketing at events and venues**

**Free call 1800 893 044**

**or**

**email [companioncard@nds.org.au](mailto:companioncard@nds.org.au)**

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## **Feedback and Complaint Handling Process**

**There is a dedicated process for reviewing declined applications, please see ‘What is not a complaint?’ listed below.**

### **Our commitment**

Companion Card NSW is committed to handling complaints in a fair and open way. Every effort will be made by Companion Card NSW to resolve the complaints it receives to the satisfaction of everyone involved.

If you make a complaint to Companion Card NSW you can expect that Companion Card NSW will:

- treat you with respect;
- outline what to expect while your complaint is being investigated;
- carry out the complaint handling process in a fair and open way;
- provide reasons for decisions that are made; and
- protect your privacy, as much as the law will allow.

### **What is not a complaint?**

Some complaints have dedicated processes for handling such as appeals to administrative decisions.

If a Companion Card NSW application has been declined, a review may be requested via the External Appeal Committee. This review will only be undertaken when circumstances have changed or additional information regarding eligibility can be provided.

The outcome of an appeals process may lead to a complaint regarding the way in which the process was administered, the conduct of a Companion Card NSW employee during the process or related service delivery or policy issues. In that case, this process comes into effect.

### **How do I make a complaint?**

You may make a complaint verbally or in writing. You may also email [companioncard@nds.org.au](mailto:companioncard@nds.org.au)

If you need assistance (e.g. interpreter or advocate) to make a complaint, Companion Card NSW will assist you with this. You may also seek advice or assistance from the NSW Ombudsman on (02) 9286 1000 or 1800 451 524 (rural/regional callers only).

### **Who do I make a complaint to?**

You may make a complaint to any Companion Card NSW staff member.

### **What can I complain about?**

You may make a complaint to Companion Card NSW about any aspect of its business.

Complaints regarding Companion Card in other states and territories should be directed to the business managing the program in the applicable state or territory.

Please note that Companion Card NSW eligibility and assessment criteria are governed through a licence agreement with the state of Victoria. Consequently, complaints regarding the nature of the Companion Card NSW program will be forwarded to the National working party for consideration as this cannot be resolved at a state or territory level.

### **What happens once I have made a complaint?**

Once you have made a complaint it will be allocated to the most appropriate person to investigate it. In most cases this will be Manager, Companion Card.

If your complaint is about a specific Companion Card NSW staff member, that person will not be allocated the complaint.

Your complaint should be acknowledged – verbally or in writing – within eight days of Companion Card NSW receiving it.

If your complaint is simple, then it may be resolved immediately.

If more information is required it may take longer to resolve. You should be contacted by Companion Card NSW to discuss your complaint further within ten days of Companion Card NSW receiving it.

Companion Card NSW staff will:

- explain the feedback and complaint handling process
- advise who will be investigating the complaint
- request your consent to make further enquiries, as necessary; and
- assist you with an interpreter or advocate if required

Companion Card NSW staff will keep in regular contact to update you on the progress of the investigation.

Once the complaint is resolved as far as possible, you will be informed of the outcome in writing.

### **What if I'm not happy with the outcome of the complaint?**

If you are not happy with the outcome of the complaint you may request a review of how the complaint had been investigated. This request must be in writing (letter or email). The review will not be allocated to the Companion Card NSW staff member who conducted the initial investigation. The review will generally be undertaken by a more senior staff member.

Additional information may be gathered as part of the review. This may or may not lead to changes to the original outcome.

If you are still unhappy with the outcome of a complaint after it has been reviewed, you may wish to contact the following external agencies for assistance, such as;

- NSW Ombudsman  
(02) 9286 1000 or  
1800 451 524 (rural/regional callers)  
[www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)
- Administrative Decisions Tribunal  
1800 060 410  
[www.lawlink.nsw.gov.au](http://www.lawlink.nsw.gov.au)
- Anti Discrimination Board  
(02) 9268 5555 or  
1800 670 812 (rural/regional callers)  
[www.lawlink.nsw.gov.au](http://www.lawlink.nsw.gov.au)

You may contact an external agency for advice or assistance at any point during the complaint handling process.

### **Other feedback**

All feedback received regarding Companion Card NSW is important in improving service delivery, policy development and customer service. Not all feedback received is negative or takes the form of a complaint.

You may provide feedback verbally or in writing. You may also email [companioncard@nds.org.au](mailto:companioncard@nds.org.au)

### **Compliments**

This refers to comments that provide positive feedback regarding a Companion Card NSW employee, service or policy.

Compliments will be acknowledged then forwarded to Manager, Companion Card for further distribution as required.

### **Suggestions**

This refers to suggestions for improvement in service delivery, policy development and customer service.

Suggestions will be acknowledged then forwarded to Manager, Companion Card for further action as required.

## Contact details

Contact details for Companion Card NSW are on the webpage [www.nds.org.au/nsw/companioncard.htm](http://www.nds.org.au/nsw/companioncard.htm) or you may call the Companion Card NSW Information Line on **Free Call 1800 893 044**.