

# Feedback and complaints

You have the right to give feedback.

If you are unhappy with our services, you can make a complaint.

You can give feedback or complaint in many ways. For example,



- ✓ filling in a survey
- ✓ filling in a feedback form
- ✓ telling a worker.
- ✓ calling us on (03) 9059 8032

You can have an advocate or support person complain for you.

You also have the right to complain to the NDIS Commission.

You can ask us to help you contact the NDIS Commission.

## Complaints



- ✓ We will treat your complaint with respect and privacy.
- ✓ We will not treat you differently if you complain.
- ✓ We will tell you what we did to fix your complaint.
- ✓ We may ask for more information about your complaint.
- ✓ We will use this information to help us improve our services.
- ✓ We may need to give information about your complaint to the NDIS Commission.
- ✓ You can ask for help to contact an advocate. You also can tell us if you want more information about our feedback and complaint procedures.
- ✓ You can also put in an anonymous complaint.

# Helping us improve

You have the right to give feedback about our services. We will use your feedback to improve our services.

We will ask you to tell us your thoughts about our services.

You can tell us what you like best about our services. Or what we can do better.

We may ask you to fill out a survey or attend a meeting.



Sometimes we will ask for your thoughts on a particular part of services. For example:

- ✓ how we fix complaints
- ✓ how we fix incidents
- ✓ how we respect your rights.

You do not have to give us your feedback. If you do, you will help us make our services better.

You can decide if you would like to be involved in our audits.

You will be automatically '**opted in**' to the audit process if you have already **consented**. However, this is not mandatory, and you can '**opt out**' at any time.