



FEEDBACK AND COMPLAINTS – PLAIN ENGLISH

Why we like feedback and complaints?



We welcome feedback to ensure the supports and services you receive are good and what you want.

What happens when you complain?



We are happy to listen to all feedback and complaints.

Your supports / services will not be affected if you make a complaint.



You will not be made to feel bad because you gave negative feedback.



Your personal information will not be shared with anyone without your *consent*.

Consent means saying yes to sharing information with others.

How do we handle complaints?



We review your feedback and complaints to make improvements.



We manage complaints honestly, fairly and want to reach good results for you so we can all work together and learn.



We will provide you updates as we work through a solution to your complaint.

How do I make a complaint or leave feedback?

We regularly ask for feedback through:



- phone calls



- surveys



- face to face review meetings



- at special functions or meetings



- or just by dropping us a letter, card or email

You can make a complaint by:



- writing to us
- sending an email, or
- speaking to someone
- complaints can be lodged anonymously.



If you need help to make a complaint, we will make time and we will support you.

You can also ask a family member, friend or advocate to help you make a complaint.

How can you contact us?

Write: Feedback / Complaints – CONFIDENTIAL
Minimbah Disability Support Services Limited
10 Vincentia Street Marsfield NSW 2122

Phone: 02 9887 2299
0427 679 500 (CEO) – anytime

Email: ceo@minimbah.org.au
chairman@minimbah.org.au

If you have any feedback on this brochure, we are also only too happy to hear that as well.