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ABN 73 052 972 095

**Feedback and complaints policy**

**Easy English Version**

**Prepared by Centro ASSIST**

**Version 3.0**

# Feedback and complaints policy

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|  | | **Why do we like feedback and complaints?** We welcome feedback to ensure the services you receive are good. | |
|  | If you would like to provide feedback or make a complaint, you can contact us via the following:  *hello@collectivehope.org.au* | |

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|  | **What happens when you complain?** We welcome feedback to ensure the services you receive are good. |

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|  | Your 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. |

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|  | **How do we handle complaints?** We review our feedback and complaints to make improvements. |

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|  | We manage complaints fairly and want to reach good results for you. |
|  | We will provide you updates as we resolve your complaint. |

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|  | **How do I make a complaint?** We regularly ask for feedback through: |

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|  | * phone calls |
|  | * surveys |
|  | * service review meetings. |

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|  | You can also make a complaint by:   * writing to us * sending an email * speaking to someone   You can also make a complaint about us to the NDIS Commission by:   * completing the [complaint contact form](https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF) * contacting the NDIS Commission by phone on 1800 035 544 or TTY 133 677. |

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|  | If you need help to make a complaint, we will support you.  You can also ask a family member, friend or advocate to help you make a complaint. |

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|  | **Anonymous complaints** If you would like, you can make a complaint without giving us your information. This means that the complaint is anonymous. |

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|  | If you make an anonymous complaint we will NOT know that it was you that made the complaint. |
|  | We take all complaints seriously. Even if your complaint is anonymous, we will work to resolve the issues that led to the complaint. |
|  | You can make an anonymous complaint by:  *hello@collectivehope.org.au* |