

Consumer Information

Your feedback is important

At <Agency Name>, we believe that people with disability deserve quality services. If you believe that our service is not up to standard, please let us know so that we can correct the problem.

You can help us to improve the quality of our services in several ways:

- You can raise your concerns informally with the person who gave the service. He or she may not even be aware that you were dissatisfied. It is often easier to deal with problems at their source.
- If you wish to ask <Agency Name> to investigate the problem for you, the feedback procedure has the following steps:

You may telephone or write to <name, position at <Agency Name> to ask for an interview to explain the problem. The telephone number is<.....>.

You will need to explain what happened, why it is a problem for you, and what you would like <Agency Name> to do to correct the problem. <Name> will arrange a suitable time with you to report on the results of his/her investigations.

<Name> will speak to the people involved as there are two sides to each service problem. Your concerns will not be shared with anyone who does not need to know.

At the agreed time, <name> will contact you to report on what <Agency Name> can do to correct your problem.

(Large agency only) If you are not satisfied with either the way your problem was handled or the outcome, you may contact name, position at <Agency Name> and ask for the matter to be reviewed. The telephone number is <.....>.

- You may also lodge a formal complaint about <Agency Name's> service with the Health and Disability Services Complaints Office (HaDSCO) under Part 6, Disability Services Amendment Act 1999.