



WAVERLEY HELPMATES

HOW TO MAKE A COMPLAINT, COMPLIMENT, COMMENT?

We welcome your feedback, whether it is in the form of a complaint, a compliment or a comment because it will help us to improve our services.

If you wish to contact us about your experience of our service, you have a right to have a person of your choice to assist you in this regard or to act on your behalf.

You can send your complaint, compliment, or comment directly by:

- completing the attached form and posting to **12-14 Mavron St Ashwood 3147**

or by:

- Email **whm@waverleyhelpmates.com**
- Phone **03 9807 1155**
- In person **to any Waverley Helpmates Supervisor**

If you have a complaint, it is always a good idea to raise your concern with us as soon as possible so that we can investigate and respond quickly. All complaints will be dealt with promptly, fairly and confidentially.

As an alternative you may also contact the

NDIS Commission
Phone 1800 035 544
contactcentre@ndiscommission.gov.au

The Office of the Public Advocate
Phone 1300 309 337
publicadvocate.vic.gov.au

FEEDBACK/COMPLAINT FORM

(Your feedback will ensure we continue to provide high quality supports and ongoing quality improvements in our service delivery.)

Name: _____ Date: _____

Nature of your current relationship with WHM:

- Participant
- Parent/Carer/Advocate,
- Supervisor/Contractor

Date Received: _____

Date Responded: _____

Is the feedback/complaint regarding – Service, Supervisors, Activity or other Participant

Please provide an overview of your feedback/complaint (Additional Information)

What is the best way and time to contact you regarding this issue?

Suggested solution

Managed by:

Conclusion:

Further action required:

Our Complaints Process Stage

Acknowledgement
Investigation and Resolution – Simple
Investigation and Resolution – Complex
Follow Up

Timeframe

2 working days after receipt
10 working days after receipt
20 working days after receipt
28 working days after resolution

Please Return to:

Feedback/Complaint Box
or
whm@waverleyhelpmates.com