

Feedback & Complaints

Feedback, Compliments and Complaints

Compliments, complaints, and other feedback provide us with valuable information about your satisfaction with our services. Feedback is taken seriously by We Empower Disability Services and is seen as an opportunity for improvement.

We encourage feedback and comments on the services we provide, both positive and negative. Whether a compliment or complaint, your feedback will be treated with confidentiality and sensitivity.

Feedback, compliments, and complaints can be lodged:

- ❖ Directly with a staff member, either verbally or by providing a completed Feedback, Compliments and Complaints Form.
- ❖ By email to: admin@weempowerdisability.com.au ;
- ❖ By phone on 1300 936 016
- ❖ In writing to 495 Derrimut Road, Tarneit VIC 3029;

Your complaint will be formally acknowledged within 2 working days. We aim to respond to all complaints and grievances as quickly as possible, and within 28 working days from acknowledgement.

All feedback and complaints will be used by We Empower Disability Services to continuously improve our service delivery.

In addition to the above, We Empower Disability Services is continually seeking feedback on how we can improve the services we provide. This includes through satisfaction surveys, requests for feedback by staff after you interact with us and involving you in our service delivery planning and review processes. Please feel free to provide any suggestions or ideas you have to a staff member.

Complaints

We encourage anyone with a complaint to speak directly to a We Empower Disability Services staff member in the first instance, who will attempt to resolve the issue immediately. If the matter cannot be resolved promptly or within 24 hours, it will be escalated to We Empower Disability Services' Director (Operations).

You can use We Empower Disability Services' Feedback and Complaints Form to formally lodge your complaint and a staff member can assist you to do this if you wish.

Your complaint will be formally acknowledged within 2 working days. We aim to respond to all complaints and grievances as quickly as possible, and within 28 working days from acknowledgement. If a complaint cannot be responded to in full within 28 days of acknowledgement, you will be provided with an update, which will include when a full response can be expected.

All feedback and complaints will be used by We Empower Disability Services to continuously improve our service delivery.

Escalating Complaints

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from We Empower Disability Services' Director (Operations), or alternatively through any of the following agencies:

NDIS Quality and Safeguards Commission

- Online: www.ndiscommission.gov.au
- Phone: 1800 035 544.

Australian Human Rights Commission

- Phone: 1300 656 419
- Online: humanrights.gov.au

The Victorian Equal Opportunity and Human Rights Commission (for complaints relating to human rights and discrimination):

Online: www.humanrightscommission.vic.gov.au;

Phone: 1300 292 153;

Email: complaints@veohrc.vic.gov.au; and

Post: Level 3, 204 Lygon Street, Carlton, VIC, 3053.

Participants also have rights and protections under the Australian Consumer Law (ACL), including provisions on customer guarantees and unfair contract terms. [Consumer Affairs Victoria](#) provides information and advice about customer disputes under the ACL.

In addition, participants can contact the [Australian Securities and Investments Commission \(ASIC\)](#) if they have concerns regarding consumer protection in relation to finances.