



SUBMIT YOUR COMPLAINTS



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IT'S OKAY TO COMPLAIN



This brochure helps
you to understand how
to make a complaint.



YOUR FEEDBACK IS IMPORTANT TO US

If you have a concern, chances are you are not alone. Your feedback could make us aware of problems we didn't know about. Therefore, we would like to hear from you.

Please discuss any questions or concerns you may have about your supports with your service provider.

Alternatively, use this booklet if you wish to make a complaint.

HOW TO MAKE A COMPLAINT

If you have a complaint, we will respond promptly and sensitively. Your feedback will be treated as confidential and managed in accordance with our Privacy Policy.

You can play an important role in resolving the problem by providing as much information as possible, such as documents, the outcomes you are looking for, the names of staff you have dealt with, and if you wish to involve a chosen representative.

The Director deals with all complaints and will ensure all complaints are investigated to find out exactly what happened, why it happened, and how to prevent it from reoccurring.

We will keep you informed at all times about the progress of your complaint.

WHO TO COMPLAIN TO?

- Discuss your issue/complaint with your support worker or allied health professional
- Contact the Provider on the number/email provided
- Contact the NDIS Quality and Safeguards Commission on 1800 035 544

If you have special needs, for example, you need an interpreter or have a vision or hearing impairment, we can arrange for someone to assist you with making a complaint.

