

## What would you like to happen?

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Name (optional):

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Contact (optional):

Ph: \_\_\_\_\_

Email: \_\_\_\_\_

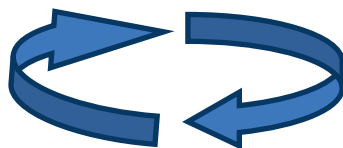


### COMPLAINT

When you are not happy about something and you let someone know. A complaint may be about a service, a person or something else.

### FEEDBACK

Helpful information or criticism that is given to say what has been done well or what can be done better.



28 High Street

P.O. Box 345

Seymour Vic 3661

Phone: 03 5792 3192

Fax: 03 5792 3053

Email: [programs@goinc.org.au](mailto:programs@goinc.org.au)



## Goulburn Options Disability Services

### COMPLAINTS AND FEEDBACK PAMPHLET

*It's Okay to Complain.*



## Who can help you make a Complaint or provide Feedback?

- A Friend
- A Family Member
- A Staff Member
- A Support Coordinator
- An Advocate

## If you make a Complaint REMEMBER...

It is your right to make a complaint

You can not get into trouble for  
making a complaint.

We will treat your complaint as  
private.

You can remain anonymous — you  
don't have to tell us your name.

**If you are not happy about  
something, Goulburn Options  
wants to hear from you!**



## How to make a Complaint or provide Feedback

- Face to face
- Over the Phone
- Written in a letter or email
- Written in this pamphlet

## Complaint Process

### STEP 1:

Goulburn Options will listen to your complaint.

### STEP 2:

Goulburn Options will write your complaint  
on our Complaints and Feedback Form

### STEP 3:

The Disability Services Manager will contact you  
within 5 working days.

### STEP 4:

Goulburn Options will work with you  
to resolve the complaint within 3 weeks.

At any stage you can contact the  
NDIS Commission:

**1800 035 544**

TTY service for people with hearing  
or speech difficulties:

**133 677**

## Complaint/Feedback Report

Date: .....

What is your Complaint/Feedback?  
(What happened? When? Who was  
there?)

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