

# Fact Sheet

## Feedback & Complaints



At Greenacres we want to provide a great service and we need your help to do this. When you speak up you help to improve our services for everybody.

So, if you have feedback or would like to make a complaint, we want you to tell us so we can make things better.

We are happy to receive feedback about many things including our service, our staff, our policies and how we handle your privacy.



### Things to know when providing feedback.

- We want you to feel safe.
- Your feedback can be anonymous.
- We will take all feedback seriously.
- We will listen to you so we can make sure we understand.
- We will ask you questions so we can make the right decisions.
- If there are other people involved, we may ask them questions too.
- You do not have to tell anybody anything you do not want to.
- Your feedback is not shared without asking your permission first.
- If you have a complaint, it is important that we help to fix this issue quickly and if we can fix it straight away, we will.
- We want the best outcome for everybody.
- Your services will continue as normal.





### To provide feedback or to make a complaint:

- Talk to your support worker or a supervisor.
- Call our head office on 1800 462 446.
- Visit our website and fill in the Feedback & Complaints form.

<https://www.greenacres.net.au/contact/>

- Send us an email

[feedbackandcomplaints@greenacres.net.au](mailto:feedbackandcomplaints@greenacres.net.au)



### After you make a complaint, we will let you know:

- Who is working on your complaint.
- The best way to contact them.
- How long we think it will take.
- Where we are up to by giving you regular updates.

### If you are unhappy with our decision:

- Ask us to review our decision, your feedback will then be reviewed by an Executive Officer.



### Or you can contact:

- NDIS Quality and Safeguards Commission  
1800 035 544
- National Disability Abuse and Neglect Hotline  
1800 880 052