
















Compliments & Complaints

<p>Do you want to tell us about your service and what could be better?</p>	
	<p>A compliment is telling us about something good</p> <ul style="list-style-type: none"> • We would like to hear about the things that are going well
	<p>A complaint is telling us about something you do not like or are not happy with</p> <ul style="list-style-type: none"> • If you are unhappy we want to know
	<p>You can talk to Adventureabilities staff at any time about what is wrong or making you unhappy. They will listen to you and decide what they can do to help. You can also call the Adventureabilities office on 0480 185 840.</p>
	<p>If you do not feel you can tell us yourself you should ask someone to help You could ask</p> <ul style="list-style-type: none"> • A member of your family • Your support coordinator • Your advocate <p>If you are still not happy you can make a Complaint</p>
<p>How do I make a Complaint?</p>	
	<p>You should write to the Complaints Receiving Officer using the complaints form. This is Rob Mercer who is the Director Someone can help you to do this if you require assistance A copy of the form was given to you during your induction with Adventureabilities, if you do not have a copy you can download one here: bit.ly/3DCEX9M</p>
	<p>Once you have completed the form you can send it to Rob Mercer Adventureabilities 9 Tomlins St Bendigo Vic 3550</p>
	<p>Or email to rob@adventureabilities.com.au or call: 0480 185 840</p>

	<p>Rob will write to you no later than 2 working days after your letter has been received to tell you who will look into your complaint and how long it will take.</p> 
	<p>Rob will meet with you to talk about the complaint and what you would like us to do to make things better. Rob might ask someone else to talk to you. This may be an independent person called an Investigating Officer.</p> <p>You can ask a member of your family, friend or your care manager to support you with this.</p> <p>The Investigating Officer will then decide what they can do to help you.</p> <p>If things are very complicated, Rob might also approach someone to keep in touch with you about this whole process so that you don't have to talk to too many people – this person is called the Single Point of Contact.</p>
	<p>Rob will write to you again no later than 28 working days of his first letter. He will tell you what will be done about your complaint</p> 
<p>What if I do not want to talk to Rob or I am still not happy?</p>	
  	<p>If you want to you can complain at any time to other people outside of Adventureabilities. These may include:</p> <p>The NDIS Commission www.ndiscommission.gov.au / Ph: 1800 035 544 or TTY 133 677</p> <p>Disability Services Commissioner www.odsc.vic.gov.au / Ph: 1300 728 187</p> <p>Victorian Ombudsman www.ombo.vic.gov.au / Ph: 1800 806 314</p> <p>National Disability Abuse and Neglect Hotline. www.1800respect.org.au / Ph: 1800 737 732</p> <p>Full details are listed in our Complaints and Feedback and Advocacy policies.</p>

Download a complaint form here - <http://bit.ly/3DCEX9M>