

## Feedback and complaints policy



The staff at Microboards Australia will make sure that you always feel safe when you get help from them.

# **Microboards Australia Feedback and complaints policy**



## Why do we like feedback and complaints?

We like to get feedback to make sure the services you receive are good.



You can tell us if you like our services



You can tell us if you do not like our services

If you would like to provide feedback or make a complaint, you can tell us.

You can:

**1. Email us**



[admin@microboards.org.au](mailto:admin@microboards.org.au)

**2. Phone**



Jo Nunn on **0448600566**

**3. Fill out a feedback form**





## What happens when you complain?

We like to know if you are happy or not to make sure the services you receive are good.



Your services will not be affected if you make a complaint.



You will not be made to feel bad because you gave negative feedback.



Your personal information will not be shared with anyone without your **consent**.

**Consent** means saying yes to sharing information with others.



## How do we handle complaints?

We review our feedback and complaints to make improvements.



We listen to complaints fairly and want to try to work towards doing something different that works for you.



We will provide you updates as we try to address your complaint.

## How do I make a complaint?

We regularly ask for feedback through:



- phone calls



- surveys



- service review meetings.



You can also make a complaint or provide feedback about what you like by:

- sending an email

[jo@microboard.org.au](mailto:jo@microboard.org.au)

- speaking to someone

0448600566 / face to face

- contacting the NDIS Commission by phone on 1800 035 544.
- Having a person that you choose, talk to us on your behalf.



If you need help to make a complaint, we will support you.

You can also ask a family member, friend or advocate to help you make a complaint.