



Every
Story
Matters

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**Compliments
& Complaints**



Help us to help you!

At Accordwest we pride ourselves on delivering the highest level of service possible for you and your family. Please help us to continually improve this service by providing us with feedback on your own personal experiences with our organisation.

Are we doing a good job?

Our staff and volunteers work tirelessly to make sure that the people receiving our services are safe, comfortable and happy. If you or your family have received outstanding service from Accordwest, please let us know so that we can acknowledge and reward our staff and volunteers. Kind words and compliments go a long way towards showing appreciation for a job well done.

Do we need to improve?

Of course we do! We know that we are not perfect and that there is always room for improvement. We also know that mistakes and accidents do occur, despite our best efforts and intentions. If you need an issue resolved at Accordwest, please don't be shy about coming forward. We are committed to doing everything possible to resolve the issue to your satisfaction.

Tell us what you think!

We welcome your compliments and complaints so that we can use them to improve our services and make them more effective for our clients. You have the right to provide feedback without fear of retribution, as well as the right to an advocate for any part of the feedback process. We will manage feedback confidentially, fairly and promptly.

How to tell us what you think:

- Visit our website
- Complete the Program Evaluation form you receive when exiting the program
- Complete the annual Client Feedback Survey
- Complete the Compliments & Complaints form in your Client Admissions Package (or grab one off your support worker)
- Join your Client Reference Group
- Tell one of the members of your Client Reference Group
- Talk to your support worker, manager or the CEO
- Email us via feedback@accordwest.com.au
- Write to us at PO Box 6498, South Bunbury, WA, 6230.

When and where we tell you how to provide feedback

- During assessments, pre-admission discussions and admission discussions
- When you vacate a property
- When you exit a program
- On the forms and other documents in your Client Admissions Package
- On our website
- In our feedback brochures and on our feedback forms
- In our office buildings.

Responding to your feedback

- We will provide an interim response to your feedback within 48 hours
- A detailed response will be provided within two weeks (after an appropriate level of investigation).

What else?

- Culturally appropriate advice may be sought to respond to feedback from Aboriginal and Torres Strait Islander people
- Interpretation services will be made available to CALD, vision impaired and hearing impaired people
- We will manage the feedback process according to the Australian Privacy Principles.

Still not happy?

If you are not happy with our response to your complaint or you do not feel comfortable raising a complaint with us, we encourage you to contact the following relevant advocates:

ADVOCARE

P 1800 655 566 or 9479 7566
W advocare.org.au

Commissioner for Children and Young People

P 6213 2297
W ccyp.wa.gov.au

Commonwealth Ombudsman

P 1300 362 072

Create Foundation

P 1800 655 105
W create.org.au

Department of Justice

P 1300 306 922
W correctiveservices.wa.gov.au

Department of Mines, Industry Regulations and Safety

P dmirs.wa.gov.au

Circle Green Community Legal

P 08 6148 3656
W circlegreen.org.au

**Head Office**

26-28 Forrest Avenue
South Bunbury, WA 6230.

Postal

PO Box 6498
South Bunbury, WA 6230.

P 1800 115 799

E clientservices@accordwest.com.au

Office hours

9am-5pm Monday to Friday

accordwest.com.au

If you are deaf, or have difficulty speaking or hearing English, we are committed to helping you to access our services.

Accordwest acknowledges the Australian Aboriginal and Torres Strait Islander peoples as the first inhabitants of the nation and traditional custodians of the land we live, learn and work.



Agencies for South West Accommodation (ASWA) Inc. trading as Accordwest
ABN: 29 138 143 911