

## FEEDBACK FORM

Please tick the option/s below that best suit your reasons for providing feedback.

- Giving a compliment
- Providing a suggestion
- Making a complaint

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Please detail your feedback below.

Please provide your contact details if you would like a response:

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

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

We will acknowledge receipt of any complaints within three days of receiving your feedback.

## EXTERNAL ASSISTANCE

You have the right to seek advocacy supports at any point through the feedback process if you wish. External Advocacy agencies can offer free independent advice. Two services available include:

### Advocare

P: 08 9420 7279 or (Freecall) 1800 655 566

*Note: Advocare assists address concerns in regards to Aged Care Services*

### People With Disabilities (WA)

P: 08 9420 7279 E: info@pwdwa.org

In the event that a complaint was not resolved to your satisfaction, you may also wish to seek further external review. There are a number of independent organisations that can complete a review on your behalf. Those organisations will request information in regards to actions taken in response to your complaint.

### NDIS Quality and Safeguards Commission

P: 1800 035 544

### Aged Care Quality and Safety Commission

P: 1800 951 822

### The Health and Disability Complaints Office (HaDSCO)

P: 08 6551 7600 or 1800 813 583

E: mail@hadscowa.gov.au

### Disability Discrimination Unit

P: 08 6253 9500 or 1300 648 655

## MSWA CONTACT DETAILS

Please address/post any written feedback to:

### Complaint Liaison and Compliance Coordinator MSWA

**Locked bag 2  
Bentley DC WA 6983**

P: 08 6454 3173

E: feedback@mswa.org.au

# FEEDBACK: COMPLAINTS, COMPLIMENTS AND SUGGESTIONS



**WE KNOW NEURO**



## MSWA VALUES YOUR OPINION

MSWA is committed to providing high quality services, supports and information.

If you have positive feedback or are unhappy with our services, please let us know.

The information we receive helps us to improve the care we deliver.

Our Complaints Management Policy ensures all feedback is heard, understood and dealt with in a respectful, fair and timely manner. Providing feedback will not negatively impact on a person or their service. All information shared will be managed confidentially and shared only with the staff directly involved.

You can lodge your feedback verbally or in writing by:

- Email or phone
- Through the 'Contact Us' section on the MSWA website; or
- Completing this form and emailing or posting it to MSWA, addressed to the Complaints Liaison and Compliance Coordinator.

MSWA staff can assist you to provide your feedback, or if you prefer, you can seek support from a family member, friend, or advocate. Contact details for external Advocacy services are included in this brochure.

## STEPS TO TAKE

### Act Quickly

Tell us as soon as possible. Things will be clearer and it will mean a review can be done and a solution found quicker.

### Go Local First

Contact your coordinator or service manager. Many concerns can be resolved quickly and easily by telling your local staff.

If a translating or interpreting service is required to assist in sharing your feedback, we can arrange this for you.

### Information to Share

To help manage your feedback, please tell us:

- What happened
- When it happened
- Who was involved
- What you would like to see happen as a result of sharing your feedback
- Your best contact details, if you wish to receive a response.

## WHAT HAPPENS NEXT?

You will be informed of the process for following up your feedback, the timeline and the best contact.

Your enquiry may take 2-4 weeks to complete, however, we will endeavour to respond as soon as possible and keep you updated.

A senior MSWA staff member may also contact you after the matter is resolved to ensure you were satisfied with the process.