Feedback and complaints policy

Why do we like feedback and complaints?

We welcome feedback to ensure the services you receive are good.

If you would like to provide feedback or make a complaint, you can contact us via the following:

Email: bluegoose@bluegoose.org.au

Phone: 0407 734 217

Mail: JenTait Pty Ltd, 445 David Street, Albury, NSW, 2640
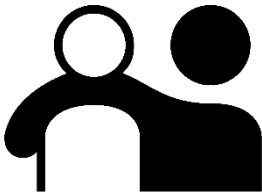
Website: https://bluegoose.org.au/

What happens when you complain?

We welcome feedback to ensure the services you receive are good.

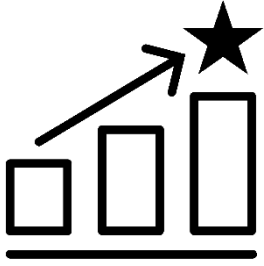Your services will not be affected if you make a complaint.

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.
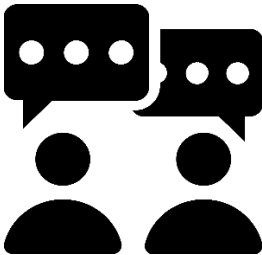
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How do we handle complaints?

We review our feedback and complaints to make improvements.

We manage complaints fairly and want to reach good results for you.

We will provide you updates as we resolve your complaint.
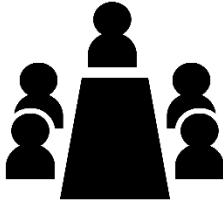
How do I make a complaint?

We regularly ask for feedback through:

- phone calls

- surveys

- service review meetings.

You can also make a complaint by:

- writing to us

- sending an email

- speaking to someone

You can also make a complaint about us to the NDIS Commission by:

- completing the complaint contact form

- contacting the NDIS Commission by phone on 1800 035 544 or TTY 133 677.

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.

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Anonymous complaints

If you would like, you can make a complaint without giving us your information. This means that the complaint is anonymous.

If you make an anonymous complaint we will NOT know that it was you that made the complaint.

We take all complaints seriously. Even if your complaint is anonymous, we will work to resolve the issues that led to the complaint.

You can make an anonymous complaint by:

[insert relevant contact details here]