



## Complaints and, Concerns & Feedback

If you have a complaint or concern, or feedback about anything to do with Able - iQ services please let us know. Your feedback to lead to improved supports and services and sometimes changes to our policies.

How to submit a complaint, concern or feedback?

It is great to receive feedback in writing so that it can be recorded, but via phone is also fine.

You can write a letter, or use the complaints concerns and feedback form.



## Stakeholders

Able - iQ encourages you to contact external stakeholders o assistance and guidance if required.

National Disability Insurance Scheme  
Ph: 1800 800 110

Legal Aid WA Ph: 1300 650 579

Ombudsman WA Ph: 1800 117 000

PWD WA Ph: 1800 193 331 or 9420 7279

Kin Disability Advocacy Ph: 1800 659 921 or 9388 7455

WA Police Force ph: 131444

Fair work Commission Ph: 1300 799 675

Website:  
[www.able-iq.com.au](http://www.able-iq.com.au)



## COMPLAINTS CONCERNS & FEEDBACK

### What is a complaint?

A complaint can be about:

- A decision you are not happy with.
- The supports and services a participant received.
- Not being treated fairly
- How we have handled your complaint.



Are we doing something well?

If you think we are doing something well, we would love to hear about it so that we can give the feedback to staff and continue to improve the services we provide.

# COMPLAINTS, CONCERNS & FEEDBACK FORM

*You can remain anonymous if you wish.*

Name: .....

Address: .....

This is a....

- Compliment/Feedback
- Complaint
- Concern

I am a....

- Participant
- Family Member
- Staff Member
- Staff Member on behalf of Participant
- Participant Representative

Please tell us about your experience at Able iQ

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Please share your concerns, ideas or suggestions with us

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Person/People Involved

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Desired Outcome

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Would you like a written response?

- Yes  No

*Able iQ treat all complaints and concerns as private and confidential. Relates to -  
Complaints and Feedback Policy & Procedure*