

Policy: 6.6 Complaints, Compliments and Feedback
Version: Easy Read
Date: October 2022



This policy explains how Ability WA ask for your honest feedback to better our service for you. We have a process that is fair and private.

Word List

Customer	A customer is any person receiving supports from Ability WA.
Employee	Any person working at Ability WA.
Complaint	If a customer or their family are unhappy about a service or product at Ability WA, they may tell an Ability WA employee. The person making a complaint may remain a secret.
Compliment	If a customer or their family are happy about a service or product at Ability WA, they may tell an Ability WA employee.
Feedback	The comments or opinions given about the service or the way the complaint was looked after.

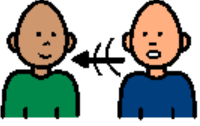


Who is this policy for?

This policy is for Ability WA customers, their families, carers, employees, agency staff, volunteers and visitors.

After you print this document it might be updated.

What is this policy about?



Ability WA highly encourage customers, their families, carers, employees, agency staff, volunteers and visitors to make complaints, give compliments and give feedback.

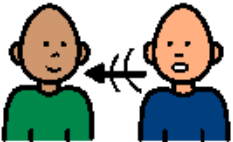


Ability WA have a system which is easy to use and we hope for a quick solution and response. We make sure we provide support to the customer at this time.

Ability WA will work to achieve this policy by:



- Any positive or negative feedback will be seen as a way to better our systems, processes and services.



- Customers will be given information on how to make a complaint, compliment or give feedback, and support to follow through.

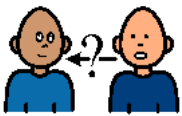


- Our system is fair and correct and follows the law of NDIS.
- Ability WA will work with the NDIS Commissioner and others to resolve a complaint.

After you print this document it might be updated.



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- If a complaint raises concern of a criminal offence, Ability WA will need to report the complaint by Australian law.
- Every two years we will check our system is fair and easy to access.
- There is a clear and easy process when receiving, checking and resolving complaints, compliments and feedback.
- Complaints will be dealt with fairly and as quick as possible.
- Customers will be kept up to date with information as it comes up.
- All complaints will be treated with respect and confidentiality.
- All employees will be given training on how to receive complaints and the feedback process.



You can also contact our Customer Contact Team on 1300 106 106 or email info@abilitywa.com.au.



We will review this policy before October 2025.

After you print this document it might be updated.