

Feedback and Complaints

Step 1. You make the complaint

- You tell someone about the problem; and
- What you want us to do to fix it

Tell someone you trust like:

- Your family
- Your coordinator at Alzheimer's WA
- Another person who works at Alzheimer's WA

We have complaints managers too

Telephone **P:** (08) 9388 2800 (and ask for a Manager) OR

Email feedback@alzheimerswa.org.au

Email: support@alzheimerswa.org.au OR

Send a letter to

PO Box 1509, Subiaco WA 6904

Step 2. We try to fix the problem

- We will tell you that we know about your complaint
- We say we **acknowledge** your complaint
- We will say we are sorry

We will always try to fix the problem

- As fast as we can
- In a fair way
- In a way to suit your needs

Sometimes complaints take a long time to fix

- We will tell you how we are going with your complaint
- You can ask us for an update too

Step 3. We fix the problem

- Your complaint is important to us
- We want our services to be great
- We always work to make our service better

We can fix most problems

- We say we **resolve** the complaint
- We telephone you to tell you we have resolved the complaint

Sometimes you still may not be happy

Like you feel:

- We took too long to fix the problem; OR
- We didn't fix the problem properly

Step 4. If we cannot fix the problem for you

- You can get help from NDIS Quality and Safeguards Commission
- We can help you to call NDIS on 1800 035 544