

COMPLIMENTS AND COMPLAINTS

Feedback and complaints allow us to see what we do well and what we could do better.

Our team all work hard in delivering our services, so it is also nice to hear when we do things well.

HOW TO TELL US WHAT YOU THINK

You can contact us on the details below:

 **(03) 5201 9093**

 **IN PERSON:**
54 Little Ryrie Street
Geelong, 3220

 **WRITE TO US:**
PO BOX 495
Geelong VIC 3220

 info@amable.org.au

 www.amable.org.au

 facebook.com/amablecommunityservices

 [amablecommunityservices](https://www.instagram.com/amablecommunityservices)

All feedback we receive will be acknowledged within 2 business days.

If your feedback is about an unsatisfactory experience we will investigate the reason and carefully consider how to make changes to our policies, practices or training to improve our services and your time with AmAble.

We will provide an outcome to our investigation within ten business days.

If you are providing positive feedback, we will share with our team members and we will acknowledge and thank them.

IF YOU ARE NOT HAPPY WITH OUR RESPONSE

We always welcome the opportunity to work with you on getting a good outcome from your feedback. However, if you are not happy with the outcome or the way we handled your feedback, you have the right to take it elsewhere. We support your right to do this.

There are several external people and organisations you can call:

- NDIS Quality and Safeguards Commission: 1800 035 544
- Health Complaints Commissioner: 1300 582 113
- Victorian Equal Opportunity & Human Rights Commission: 1300 292 153
- Human Rights Commission: 1300 656 419
- Australian Department of Education and Training: 1300 566 046