



Feedback and Complaint Policy

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- The best practices and continuous improvements that are promoted by the **management team**, create a supportive and respectful culture in Wellness Australia Group that supports the workers, stakeholders, and participants to be open to make complaints and feedback and report any issues. In the performance assessment of the **management team**, this will be assessed and reviewed.
- **Wellness Australia Group** is committed to handle all complaints and feedback until it is resolved completely.
- The information related to the complaints and feedback will be dealt confidentially in a way those are discussed directly with involved people.
- If the consent has been provided, a third party would be able to lodge complaints and feedback on behalf of another person.
- Any ongoing issue could be identified by tracking and analysing feedback and complaint data. As a part of the continuous improvement process, the feedback, complaints and dispute resolution will be discussed in **management team** meetings regularly.
- Information about this policy & Procedure will be shared with any participant or stakeholder wishing to lodge feedback.
- **You can complain about your services and supports when:**
 - something has gone wrong
 - something is not working well
 - something has not been done the right way
 - something makes you unhappy
 - you have been treated badly.

- **What do we do about complaints?**

- We listen to complaints
- help find solutions
- train and educate to improve and rectify
- action what is agreed upon
- review and check in after to ensure all actions have been taken and problem is resolved

- **How do you make a complaint to us?**

- You can call us OR email us OR mail us .
- Contact hours between 9am and 5pm, Monday to Friday.
- Complete a Complaint Form and either email, give to a Care Manager or one of the leadership team in person, or mail it.
- This complaint can be made anonymously using our form on the website.
- Contact options are:
 - Postal Address: GPO Box 31, Brisbane, Qld 4001
 - Email: feedback@wellnessaustraliagroup.com.au
- [If you don't have any success working directly with Wellness Australia Group you can:](#)
 - A complaint can be made to the NDIS Commission by:
 - Telephone: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
 - [National Relay Service](#) and ask for 1800 035 544.