

**How to**  
**Give Feedback**  
**or Complain**

# We welcome all feedback

## Give Feedback or Make a Complaint



You have the right to give feedback or make a complaint.

It makes us better at what we do.



If you want to give feedback or complain you should do it as soon as you can.

You will not be treated differently for saying what you think and how you feel.



Sometimes we can respond to your feedback or complaint straight away.

Sometimes we need to find out more before we can respond.



This can take time but we will tell you what is happening and when you can expect to hear from us.

## What is feedback or complaining?



Feedback or complaining is telling us what you think about:



- Alkira
- The work of Alkira staff
- Our services and supports



## What can you give feedback or complain about?

You can give feedback about anything you think is important, for example tell us if:



- You are happy about your supports



- You are unhappy about your supports



- Someone has hurt you or made you feel bad



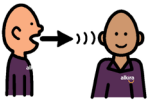
- You do not feel safe
- You have a suggestion about how we can do things better
- Someone is doing a good job.

## Why should you give feedback or complain?

Feedback is important for you and for us.  
By giving us feedback you can:



- Get the support you need
- Change things that make you unhappy
- Help other people who are unhappy



- Help us thank staff who do a good job



- Help us make our services better.



## Who can give feedback or complain?



- Alkira Participants



- Family and friends

- Carers and guardians



- Staff



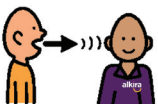
- Advocates

## How to give feedback or complain

You can give feedback or make a complaint:

### In Person

You can talk to



- your Alkira core group instructor or Alkira house staff
- an Alkira manager
- the Alkira Chief Executive Officer.



### By phone

Ask for anyone we just mentioned or the Quality and Systems Officer when calling 9890 1365.



### Online

Fill in the Feedback form on our website:

<https://alkira.org.au/feedback-form/>



### Mail


Send your letter to

Attn: Chief Executive Officer

P.O. Box 200, Box Hill, VIC 3128

## Do you want support to give feedback or complain?



We can find someone to support you to give feedback or make a complaint. If you would like a support person to assist you please contact us  9890 1365.

You can also seek support to make a complaint from an independent advocate at these websites:



VALID Advocacy

[www.valid.org.au/advocacy/request-a-valid-advocate/](http://www.valid.org.au/advocacy/request-a-valid-advocate/)



Disability Advocacy Finder

[disabilityadvocacyfinder.dss.gov.au/disability/ndap/](http://disabilityadvocacyfinder.dss.gov.au/disability/ndap/)



Disability Advocacy Network Australia

[www.dana.org.au/find-an-advocate/](http://www.dana.org.au/find-an-advocate/)



## It is OK to complain

### What happens when you make a complaint?

What you are complaining about changes what happens. We have 3 levels in our complaint procedure.

1

#### Minor issue

Aims to be resolved within 3 days by support staff.

2

#### Moderate issue

Aims to be resolved by the Service manager within 21 days.

3

#### Major issue

Aims to be resolved by the CEO and an external investigations agency.

You can find out more about our complaints policy and procedure online at [alkira.org.au/complaints](http://alkira.org.au/complaints)

### Who else can you talk to?

You can also complain to any of the following agencies:

- [NDIS Quality and Safeguards Commission](#)
- [Victorian Disability Worker Commission](#)
- Victorian Advocacy League for Individuals with Disability (VALID)