

FEEDBACK FORM

At identitywa, we welcome feedback on the services we provide. You can help us support you better by sharing your compliments and concerns with us:

Compliment: What are we doing well?

Suggestion: How can we improve?

Complaint: Would you like to discuss a concern or complaint?

 Yes

Please complete the reverse side if you would like us to contact you about your compliment, suggestion or complaint.

Head Office

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E reception@identitywa.com.au
www.identitywa.com.au



We value your views.

Supporting people with intellectual
disability and their families.

You can call us on 9474 3303
www.identitywa.com.au

WE VALUE YOUR VIEWS

At identitywa, we're keen to hear your views on our services, and we encourage you to share your compliments and concerns with us.

By sharing your views, you help us improve the way we support families. You also create an opportunity for us to improve our relationship with you and your family.

Compliments and Suggestions

You can provide us with positive feedback and suggestions for improvement in three ways:

1. Talk to the relevant staff member or contact them by phone, letter or email.
2. Complete the Feedback Form in this brochure.
3. Provide feedback at www.identitywa.com.au

Your feedback will be shared with the relevant staff, and actioned if necessary.

Complaints

If you're not happy with any part of our service, you can contact our Complaints Officer by:

Phone: 9474 3303

Email: reception@identitywa.com.au

Letter: PO Box 5, South Perth WA 6951

Alternatively, you can complete the Feedback Form in this brochure.

Your concern will be recorded and investigated as quickly as possible, and you will be kept informed of actions being taken to resolve the issue. We will give you details of a contact person, and will inform you of any decisions which need to be made to resolve the issue.

Appeals Process

If you feel your concern has not been suitably resolved, we will inform you of further steps you can take. We can also advise you on other agencies which assist in resolving complaints.

Your Rights

You have the right to raise any concerns you have about our services, and to have those concerns addressed. You also have a right to:

- Have a family member, advocate or friend present when talking to us.
- Have your complaint treated confidentially.
- Involve external agencies in the process.

Throughout the process you will be treated with dignity and respect.

Tips For Raising Concerns

You can help us address your concern more effectively by doing the following:

1. **Act quickly:** Tell us as soon as possible so the facts are fresh in your mind.
2. **Be clear:** Describe the problem as clearly as possible, and tell us what action you would like us to take.
3. **Focus on the problem** not the person. It may have been an innocent mistake.
4. **Keep a record:** Take notes on discussions, calls and meetings, and keep any other documents relating to the matter.

For more information on identitywa's complaints process, see our Complaints Policy at www.identitywa.com.au

FEEDBACK FORM

Please complete the following if you would like us to contact you about your compliment, suggestion or complaint.

Name

Address

Home phone

Work phone

Mobile

Email

Your signature

Date

Thank you for your feedback.

No stamp is required when you post this form to:

Complaints
Reply Paid 5
South Perth WA 6951