

Feedback and complaints – easy read

Prepared by Alpha Community Care Pty.Ltd

Version 1.0

A larger, semi-transparent version of the ACC logo is positioned behind the main title.

FEEDBACK AND COMPLAINTS

A faint, light grey version of the ACC logo and the text 'ALPHA COMMUNITY CARE' is visible in the background.

Why we like feedback and complaints?



We welcome feedback to ensure the services you receive are good.

If you would like to provide feedback or make a complaint, you can contact us via the following:

What happens when you complain?



We want you to make complaints and give feedback without fear.



Your services will not be affected if you make a complaint.



You will not be made to feel bad because you gave negative feedback.

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Your personal information will not be shared with anyone without your *consent*.

Consent means saying yes to sharing information with others.

How do you handle complaints?



We review our feedback and complaints to make improvements.



We manage complaints fairly and want to reach good results for you.



We will provide you updates as we resolve your complaint.

How do I make a complaint?

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We regularly ask for feedback through:



- phone calls



- surveys



- service review meetings.

You can also make a complaint by:



- writing to us
- sending an email, or
- speaking to someone.

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If you need help to make a complaint, we will support you.

You can also ask a family member, friend or advocate to help you make a complaint.