

Your Feedback

Your feedback helps us to improve, so that you will feel safer, happier and get more out of our services.

We will often ask you for feedback. You can also comment or complain at any time. You can use this brochure, or phone us, or ask our staff to help. They will make sure the right people get your message. Your complaint will be kept private.

When you tell us what you like or don't like, we will listen. And we will try to change things if we can.

You will always receive a reply as quickly as possible

This information is part of the Feedback, Compliments and Complaints Policy and Procedure.

If you wish to read the entire policy, we are happy to provide a copy.

It's OK to Complain!

Tell us what you think.

Write to us:

Red Frog for Families
PO Box 851, Warners Bay 2282

Phone us:

02 8060 6499

Email us:

feedback@rf4f.com.au

Contact the NDIS Commission.

Website:

www.ndiscommission.gov.au

Phone:

1800 035 544

TTY:

133 677

Interpreters can be arranged.

The National Disability Advocacy Program.

Email:

disabilityadvocacy@dss.gov.au

Write to:

Disability, Employment and Carers Group
Department of Social Services
GPO Box 9820, Canberra ACT 2601
Or search "disability advocate" online



RED
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FOR FAMILIES



FEEDBACK POLICY

Compliments and Complaints

