

Feedback and Complaints

Clean & Personal welcomes all feedback and complaints. They provide the opportunity for use to improve our services to not only support you better, but all future participants.

How to give feedback or make a complaint

We encourage you or your advocate to give feedback.

We understand when you're feeling unwell it might be difficult to give feedback or let us know if you're not happy with something. It's important to know that we appreciate how challenging this can be, and will support you in any way we can. After all, we are your **support**. It may be helpful to speak with a friend, carer, or advocate that you feel comfortable with about your feedback or complaint. They can then raise this issue with us, but they must cite your full name and address so that we can be sure that they are representing you.

If you don't feel able to share your concern at the time, it is also okay to wait until you're feeling better before you raise this with us.

In the first instance, we encourage you or your advocate to contact Clean & Personal to talk about the issue via gail@cleanandpersonal.com.au or call 0420 363 116.

What can I expect?

Clean & Personal will respond to your feedback or complaint in a fair, timely and unbiased manner.

You will not be disadvantaged in any way as a result of giving feedback or making a complaint. Giving feedback or making a complaint will **not** negatively impact how you receive support and services, we hope that it will actually help us to improve the support we can provide you.

Feedback and complaints are treated respectfully and confidentially with the option to remain anonymous. You are very welcome to make a complaint without giving your name or identifying yourself, however, in some cases identifying yourself may help us fix the issue.

Actions to resolve the issue will be carried out to the best of our ability. We will contact you to inform you of our response.

What happens next?

When you submit written feedback, including complaints, Clean & Personal will acknowledge receipt of your feedback within 5 working days and commence an internal investigation. We will endeavour to have a suggested resolution for you within 10 working days, or contact to update you on progress within that time. We welcome the use of advocates or support people at any stage of the feedback or complaints process.



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External Complaints and Advocacy Bodies

You have the right to take a complaint to an external body at any time, instead of coming direct to Clean & Personal. You can also get in touch with them with any complaints you feel weren't resolved by us. There are a number of organisations you can contact, listed below.

National Disability Insurance Agency

P: 1800 800 110

E: feedback@ndis.gov.au

Disability Services Commissioner

P: 1800 246 054

E: complaints@odsc.vic.gov.au

Mental Health Complaints Commissioner

P: 1800 246 054

E: help@mhcc.vic.gov.au

Australian Competition and Consumer Commission

P: 1300 302 502

www.accc.gov.au/contact-us/contact-the-accc

Australian Human Rights Commission

P: 1300 656 419

E: complaintsinfo@humanrights.gov.au

Write go: GPO Box 5218, Sydney, NSW, 2001

www.humanrights.gov.au/complaint-information

