

# How to Make a Complaint Guide

Images courtesy of vecteezy.com



# Table of Contents

You have the right to .....	3
It is our job to listen and help .....	4
Your feedback is appreciated .....	5
What is a complaint? .....	6
It might be a problem with .....	7
You can make a complaint in 3 ways .....	8
Other people can help you make a complaint .....	9
What will Sylvanvale do with your complaint? .....	10
If you are still unhappy .....	11



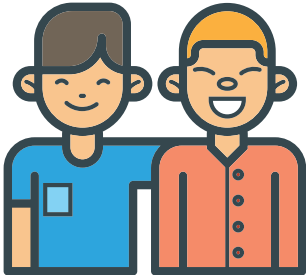
## You have the right to:



- Be safe.



- Be respected.



- Receive good quality services and support.

**It is our job to listen and help to make the best service possible for you.**



Your feedback is appreciated and it will help us to improve our services.



Compliment



Suggestion



Complaint

## What is a complaint?



A complaint is where you have a problem that you want to get fixed.

You can always tell someone about a problem.

## It might be a problem with:



- The Sylvanvale service you go to.



- Someone at your Sylvanvale service.



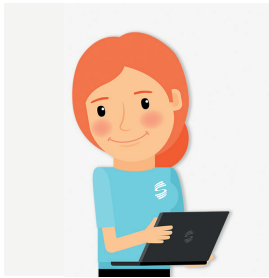
- Something else about Sylvanvale.

## You can make a complaint in 3 ways.



1

Tell a Sylvanvale staff member that you feel comfortable with. They will help you report it.



2

Tell the manager of the service or the site you attend.



3

Contact Our Team.



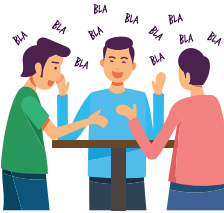
Call **1300 244 577**



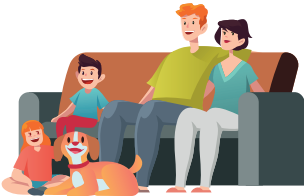
Email **customers@sylvanvale.com.au**



# Other people can help you make a complaint.



- Friends



- Family



- Your guardian



- An advocate

Contact People with Disability Australia.



Call **1800 422 015**



Email **[pwd@pwd.org.au](mailto:pwd@pwd.org.au)**

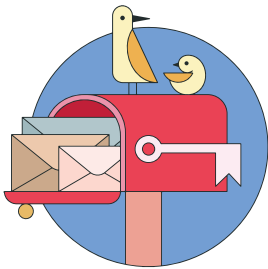
## What will Sylvanvale do with your complaint?



- Sylvanvale will listen to your complaint and look into it.



- Sylvanvale will talk to you about what you would like to see change or happen to resolve your complaint.



- Sylvanvale will send you a letter telling you how we resolved your complaint.

## If you are still unhappy.



If you are still unhappy you can make a complaint to the NDIS Quality and Safeguards Commission.



**NDIS Quality  
and Safeguards  
Commission**

A complaint can be made to the **NDIS Commission** by:



Phoning: **1800 035 544**  
(free call from landlines) or TTY **133 677**.  
Interpreters can be arranged.



**National Relay Service** and  
ask for **1800 035 544**.



Completing a **complaint contact form**.



[ndiscommission.gov.au/about/complaints](https://www.ndiscommission.gov.au/about/complaints)

Find out more at **[sylvanvale.com.au](https://sylvanvale.com.au)**

 [facebook.com/sylvanvale](https://facebook.com/sylvanvale)

 [twitter.com/sylvanvale](https://twitter.com/sylvanvale)

 [linkedin.com/company/sylvanvale](https://linkedin.com/company/sylvanvale)

 [youtube.com/sylvantube](https://youtube.com/sylvantube)

 [instagram.com/sylvanvale](https://instagram.com/sylvanvale)



**[sylvanvale.com.au](https://sylvanvale.com.au)**



For people with  
hearing or speech loss  
TTY: 1800 555 677

Speak and Listen: 1800 555 727



For people who  
need help with English  
TIS: 131 450

Find out more at **[sylvanvale.com.au](https://sylvanvale.com.au)**

**T 1300 244 577**

**E [customers@sylvanvale.com.au](mailto:customers@sylvanvale.com.au)**