

At The Disability Trust we welcome your Complaint

The Disability Trust supports your right to make a complaint, to express a concern or to provide feedback about the services provided by The Disability Trust.

We welcome feedback and complaints as part of our ongoing commitment to provide a high quality service. Tell us where we need to improve. We appreciate hearing from you. If you have a concern, we need to know about it.

We will listen to you and we always take complaints seriously and treat them confidentially. It is important to us that we can understand what the issues are for you and how we can improve.

We understand the importance of resolving matters promptly. We aim to provide a welcoming environment for you to raise a concern or a complaint. We value open and timely communication. We will work with you to address concerns and to resolve issues.

Resolving concerns or complaints is our responsibility and this helps us to improve the services we provide.

When we learn about your complaint we will let you know:

- who is handling your complaint,
- their contact details,
- how long we think it will take us to investigate and resolve the issue and
- we will provide you with regular updates.

We will work with you to ensure your services are not disrupted while we investigate the matter and provide a resolution.

How can I make a complaint?

If you would like to make a complaint, you can:

- Talk to your support staff and tell them you want to make a complaint.
- Talk to a manager in your local office.
- Call our head office on (02) 4255 8000 or 1300 DISABILITY (1300 347 224) and tell them you want to make a complaint.
- Email us at complaints@disabilitytrust.org.au
- Fill out an enquiries or feedback form on the contact section of our website: www.disabilitytrust.org.au

If you are unhappy with the resolution of your complaint you can contact:

- the NSW Ombudsman, ph: 9286 1000 or
- the ACT Office of the Human Services Registrar, ph: 6207 5474.

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