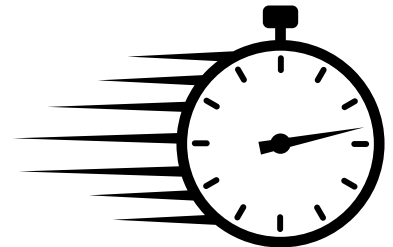




Feedback and Complaints Process



We will do our best to resolve your complaint as fast as possible.



We will make it simple and clear to raise a complaint.

We will take all complaints seriously and will keep you updated.

We will respond to each complaint with understanding, empathy and respect.



We will take a person-centred approach to our process.

We will acknowledge your complaint within two business days.



We will contact you as soon as possible.



We will aim to resolve your complaint within 14 days.



If we need more information, we may contact you.

Some complaints can be resolved sooner than 14 days. Some take a bit longer.

We may need to obtain consent to share information.



For more information, visit www.access4u.org.au.