

# Compliments and complaints



## **Your feedback is important**

VAHS values and welcomes all compliments, complaints, and suggestions from the community about our services. This helps us to improve how we do things and provides us with information to develop new programs/services based on your needs.

We will contact you to discuss your compliments or complaints within 48 hours. Rest assured that your feedback will remain confidential, and making a complaint will not negatively impact your services at VAHS.

## **How to provide your compliments and complaints**

VAHS accepts compliments and complaints in the following ways:

- Verbally to a staff member
- Via a letter
- Completing a Compliments and Complaints form
- Suggestion box located at Reception

To protect your privacy, we also welcome anonymous compliments and complaints. To enable us to follow up with you, please provide us with contact details.

## **Help with submitting your compliments and complaints**

If you need help with your compliments and complaints, please speak to a staff member about how we can assist you.

## **What can I do if I am not happy with the outcome of my complaint?**

You can contact any of the following to assist you:

- NDIS Commission - 1800 035 544
- Health Complaints Commissioner - 1300 582 113
- Disability Services Commissioner - 1300 728 187
- Mental Health Complaints Commissioner - 1800 246 054
- Aged Care Quality and Safety Commission - 1800 951 822