



EncompassHouse
Pathways to Community Support

Rights and Responsibilities

Feedback and Complaints – Easy Read Version

FEEDBACK AND COMPLAINTS

Why we like feedback and complaints?



We welcome feedback to ensure the services you receive are good.

If you would like to provide feedback or make a complaint, you can contact us via the following:

Phone: **03 9383 3222** or **03 9776 9641**

Email:

Feedback@encompasshouse.org.au

Website:

www.encompasshouse.org.au/contact-us

In person

What happens when you complain?



We want you to make complaints and give feedback without fear.



Your services will not be affected if you make a complaint.



You will not be made to feel bad because you gave negative feedback.



Your personal information will not be shared with anyone without your *consent*.

Consent means saying yes to sharing information with others.

How do you handle complaints?



We review our feedback and complaints to make improvements.



We manage complaints fairly and want to reach good results for you.



We will provide you updates as we resolve your complaint.

How do I make a complaint?

We regularly ask for feedback through:



- phone calls



- surveys



- service review meetings.

You can also make a complaint by:



- writing to us
- sending an email, or
- speaking to someone.



If you need help to make a complaint, we will support you.

You can also ask a family member, friend or advocate to help you make a complaint.