

What to do when you are not happy with the service you received from us



We want to provide you with a good service.



Sometimes you might not be happy about our service.



It is okay to make a complaint when you are not happy.

What can you complain about?

A complaint may be about our service, a person or something else that makes you not happy.

What information should you give when you are making a complaint?



- What happened



- Who was involved



- When it happened.



- Who saw it happen.



- How this made you feel.

Who can help you make a complaint?

To help you make a complaint you can ask a:



- Friend



- Family member



- Support worker



- Case manager



- Advocate. (Someone who helps you say what you think.)

What Solve will do when you make a complaint?



- Listen to what is wrong and help fix the problem



- Treat your complaint as private



- Deal with your complaint quickly



- Make sure you are not treated in a bad way for making the complaint.



- Not ask you for money for helping you with your complaint

What are the steps for making a complaint?



1. Contact Solve to make your complaint. You may ask your support person to contact Solve so they can help you tell us what you want to say.

To talk to us, you can ring us on **1300 663 243** or send an email to info@solve.org.au.



If you want to write a letter to us, send it to **c/- Royal Talbot Rehab. Centre, 1 Yarra Boulevard, Kew 3101.**



2. Solve will talk to you about your complaint and try to fix the problem for you.

You may ask your support person for help to tell us what you want to say.

We may need to speak to other people involved.



3. If you are not happy you can ask for another meeting with us.



making a difference

4. If you are still not happy, a person called the Disability Services Commissioner can help you. You can call this person on **1800 677 342** or **1300 728 187**.

If you are on the NDIS, the NDIS Commission can also help you. To speak to someone at the Commission call **1800 035 544**.