

Help us make Anglicare WA better!

Album melabat migim Anglicare WA gudwan!

Your opinion is important to us and we want to hear from you when things are working well but also when they are not.

Melabat wandi sabi wani yu reken bla melabat. Melabat wandi irrim burrum yu if yu reken wi dumbat gudwan o nugudwan wek.

We understand that it can be hard to give complaint feedback so we have tried to make it as easy as possible.

Melabat sabi im brabili hadwan bla komplein la eni oganaiseishin, bat melabat trai migim isiwani bla yumob.

There are a number of ways that you can give us your feedback.

Kapula wei yu gin gibit melabat komplein.

If you would like a support person, parent, carer or friend to assist you in lodging a complaint, you are welcome to do so.

If yu wandi abum sambidi bla supot yu wen yu dumbat det komplein, im rait. Yu gin bajimap fren o femili.

Ways to lodge a complaint:

Bla dum komplein:

Face to Face:

Gaman la melabat ofis en tok la mela:

- Tell a worker or the receptionist that you would like to make a complaint.
Dali eni weka la mela ofis yu wandi dum komplein.
- Ask at reception to speak to the manager of the service you are in.
Askim det sambidi la des bla tok la meneja bla yu sebis.

Online

Onlain

- Send an email to complaints@anglicarewa.org.au
Jendi imeil langa complaints@anglicarewa.org.au

- Use the 'contact us' form on our website <https://www.anglicarewa.org.au/contact>
Yusim det 'contact us' eriya langa mela websait <https://www.anglicarewa.org.au/contact>

Telephone

Kol la melabat

- Call your worker or the service you have contact with, tell them you would like to give some feedback or make a complaint, or
Kol la yu weka o la yu sebis en dali alabat yu wandi gibit fidbek o migim komplein
- Call the service you have contact with and ask to speak to the manager there, or
Kol la yu sebis en askim bla tok langa meneja
- Call our customer service on 1300 11 44 46 and ask to lodge your complaint.
Kol la melabat langa 1300 11 44 46 en askim bla burrum komplein.

What should I put in my feedback or complaint?

Wanim ai garra burrum la main fidbek o komplein?

It is useful for us to have as much information as possible so we can understand what you want to say. You can include:

Im gudwan bla mela bla abum bigismob infremeishin bla andasten gudwei wani yu wandi tok.

Yu gin dali mela:

- Who your feedback or complaint is about
If yu trabul garra sambidi, yu gin dali mela hu det sambidi
- What happened (if you can, try and include the date, time and who was involved)
Wani bin hepen (im gudwan if yu sabi wotaim imin hepen, en hu bin jeya)
- How it made you, or others, feel
Hau yu bin fil, o hau det najamob bin fil
- If anyone else was around that witnessed the incident
If enibodi bin bi jeya lugubat wani bin hepen
- Any documents or evidence you may have
If yu garrim eni peipa or bidiyou o enijing bla det trabul
- What you would like to see happen next
Wani yu wandi bla hepen neks

What happens after I complain?

Wani garra hepen afda ai gibit yu det komplein?

- We will be happy to hear from you. We want to work things out where we can.
Mela garra bi hepi bla irrim burrum yu. Melabat wandi migim ebirrijing rait.
- The services you receive will not be impacted if you register a complaint. We will continue to do our best to provide you the services you have requested.
If yu burrum det komplein, najing garra hepen la yu sebis. Melabat garra kipgon dumbat det sebis bla yu.
- The local service manager will try to work things out with you. However you can request to speak a different staff member if you prefer.
Det meneja la yu sebis garra trai sodimat yu trabul garra yu. Bat if yu wandi tok la difren pesin yu jis garra askim melabat.
- If we cannot work things out easily with the local service then we will assign a Complaints Investigator. The Investigator is a staff member who is independent of the service you are involved with and who is trained in investigating complaints. They will contact you to ask more about your experience. We will try to find an immediate solution for you but may need time to investigate what has happened. This involves interviewing those involved and reviewing our documentation.
If det meneja gan sodimat yu trabul, mela garra burrum 'Complaint Investigator'. Dijan garra bi staf memba. Im gan bi memba la yu sebis, im misalwan en im garra training bla sodimat komplein. Im garra askim yu blanga yu trabul. Melabat garra trai sodimat gudwei bla yu, bat maidi mela nid taim bla dum brabiliwan inbestigeishin. Det inbestigeishin garra bi intabyu garra enbodi hu bin inbolb, en melabat garra luk gudwei la mela dokyumen mob.
- At the conclusion of our investigation we will contact you to let you know the outcome.
Bambai melabat finish det inbestigeishin mela garra kol la yu en dali yu wani bin hepen.
- We will keep you updated throughout the whole process.
Melabat garra gibit yu apdeit olawei.