

## Feedback and Complaints

### What is a complaint?



A complaint is when a problem is happening, and someone says that they are unhappy.

- Complaints are important so we know what we are doing **well** or doing **badly**.
- **Anyone** can make a complaint including family members and friends.



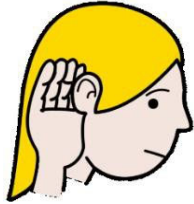
### Your Rights

We will make sure that:

- We listen to you
- We treat you fairly
- We help you
- You can ask questions
- You feel safe
- What you say is kept secret



If you are not happy with our services, you can complain



We always want to hear what you think



Complaints help us be better



We will look into your complaint or feedback to understand what went wrong and how to fix it

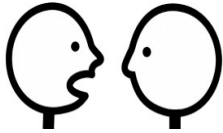


We will tell you what is happening and how long it will take



We will say sorry for mistakes and explain why things went wrong

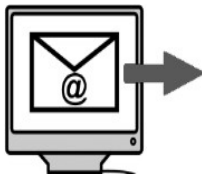
## The ways you can give Feedback and Complaints



Tell any Anglicare WA worker



Call 1300 11 44 46



Email [feedback@anglicarewa.org.au](mailto:feedback@anglicarewa.org.au)



Draw a picture or write a letter and send to:

Feedback Management  
GPO Box C138  
East Perth WA 6892



Scan our QR code

