

Feedback and Complaints Resolution Process

Interchange strives to do the best it can for its customers, however we recognise that sometimes you might be dissatisfied with the services you receive.

If you have feedback or a complaint, it will be dealt with promptly, fairly and in a non-threatening way, according to Interchange’s policies and the National Standards for Disability Services.

All feedback and complaints will be recorded in a register and are reviewed at senior management meetings.

If you would like a copy of our Feedback and Complaints Policy, visit <http://interchangewa.org.au/about/policies-procedures/>, or contact Head Office for more information.

Steps for making a complaint (see full details on the next page)



▶ **Step 1 - Raise your complaint with your local Team Leader**

We will always work with you to resolve your issue at this stage. However, if you're not satisfied with the outcome, please move onto the step below.

▶ **Step 2 - Ask the Team Leader for a Feedback and Complaint Form**

You will be provided with a copy of the Customer Complaint Form. We will also advise you of your right to independent advocacy or representation and we will assist you to access that support if you desire it.

▶ **Step 3 - Complete the Feedback and Complaint Form and provide it to your local Team Leader**

We will provide your written complaint to the Regional Manager and your complaint will be formally documented.

The Regional Manager will make contact with you to endeavour to resolve the situation to your satisfaction.

▶ **Step 4 - Advise the Regional Manager if you are satisfied with the suggested solution**

If you are satisfied, the agreed solution will be documented. If you are unsatisfied, the reasons for non-resolution will be documented. A copy of the documentation will be provided to all parties.

▶ **Step 5 - Advise an Executive manager whether you are satisfied or unsatisfied with the suggested solution**

If you are unsatisfied, you will be advised of the option to escalate the matter to the Interchange Board Chairperson and also other avenues external to Interchange. If required, you will be assisted to access those external organisations.