

## Feedback and Complaints

Murrumbidgee Allied Health Service (MAHS) values feedback and complaints as practical opportunities to improve accountability, transparency, and responsiveness to our clients' concerns. We also see feedback and complaints as a way to strengthen MAHS's delivery of high quality, evidence-based services. We want to make sure you understand the process to give feedback or make a complaint. We want to make sure you feel supported to have your voice heard.

### What are feedback and complaints?

Feedback means giving constructive comments about MAHS which could be positive or negative. You might give feedback and also give some suggestions for how we can improve our service. Feedback can sometimes be about a serious problem, then it might become a complaint.

Complaints are usually shared when you are unhappy with the service MAHS. You might be unhappy about service decisions, policies, fees, staff, or particular situations.

### How can I give feedback or make a complaint?

If you would like to give feedback or make a complaint, you can:

- Ask a MAHS staff member for a link to the Feedback and Complaints form
- Fill in a paper version of the Feedback and Complaints form and give it to a MAHS staff member
- Speak directly with a MAHS staff member who can help lodge your feedback or complaint

If you need help giving feedback or making a complaint, MAHS staff can help you. MAHS staff will help you with local complaints (just to our company) or to complaints made to other organisations (e.g. the NDIS Quality and Safeguarding Commission).

### What happens after I give feedback or make a complaint?

MAHS staff will contact you within 2 working days to acknowledge that we have received your complaint. This contact may be in writing or over the phone depending on how you prefer us to communicate with you.

MAHS staff will investigate your complaint. This will take up to 2 weeks. If we think it will take us longer than 2 weeks, we will contact you to let you know. After we have investigated the complaint, we will contact you to let you know the outcome of the investigation. This contact may be in writing or over the phone depending on how you prefer us to communicate with you.

If you are not happy with the outcome of the investigation and you would like to take the complaint further, we can give you information and support to escalate your complaint.

### Escalating a complaint

To escalate a complaint, you will need to make a complaint to another organisation. If you or a family member are an NDIS participant, you can make a complaint to the NDIS Quality and Safeguarding Commission.

<https://www.ndiscommission.gov.au/about/complaints>

### Other information

This guideline may be amended if there are any changes recommended by the National Disability Insurance Agency, other relevant authorities, or other relevant laws. If this happens, we will tell you about these changes.

### Questions or comments

If you have any questions or comments about this guideline, please contact the MAHS office on 6963 9377 or [admin@mahs.com.au](mailto:admin@mahs.com.au).