

FEEDBACK FORM

DATE OF COMPLAINT

___/___/___

YOUR RIGHTS

PALS INC

PROVIDING ALL LIVING SUPPORTS

COMPLAINTS

WE WILL LISTEN



PALS Inc values our clients and staff and are open to any feedback, complaints, comments or suggestions. Please use this form to provide us with any feedback you would like us to consider.

Please provide us with details about your complaint:

How does this make you feel?



How would **YOU** like this resolved?

1. Freedom from abuse, neglect, violence and preventable injury.



2. Access to an expected quality of service.



3. Access to an advocate of your choice during any interaction with Providing All Living Supports (PALS) Inc.



4. Personal privacy and dignity.



5. Access to personal information.



6. Access to feedback processes.



Your contact details:

Name:

Address:

Phone:

() _____

Our contact details:

ADDRESS:

Suite 8, Level 1/3
Witt Street
Yarrowonga VIC
3730

PHONE: (03) 5862
2641

FAX: (03) 5862 2677

EMAIL:

info@palsinc.org.au

WEBSITE:

www.palsinc.org.au

OUR VISION

A fully inclusive community where all people achieve their potential.

Making a Complaint

Process for a COMPLAINT

Co-ordinate, strengthen and improve services which connect people to their community

OUR MISSION

OUR VALUES

Participation

Accountability

Choice

Innovative

Dignity & Respect

Responsive

Who can complain?

At PALS Inc. Everyone has the right to make a complaint and to have that complaint listened to and sorted out quickly.

- If you are not being treated fairly, or if some one is being mean to you.
- If you have problems with your support worker/s or your service.
- If someone tells your private information without you saying OK.
- If you feel scared or worried about your support or services.

What you can make a complaint about

How can I complain?

Talk to your support worker or a staff member.
Call us on (03) 5862 2641.
Email us:
info@palsinc.org.au
 In **writing** to PO Box 735
 Yarrowonga VIC 3730.
Our website:
www.palsinc.org.au

1. Talk to someone— support worker, supervisor or office staff.



2. We will ask you how **YOU** want it fixed.



3. We will talk to all persons involved.



4. We will let you know the outcomes of all discussions.



5. We will check that **YOU** are happy with how the complaint has been resolved.



If this outcome **did not** make you **HAPPY**,
 Please call:
PALS CEO: Julie Brooks
 0419 240 478
 Disability Services Commissioner:
VIC- 1800 677 342
 NSW Ombudsman
 - 02 9286 1000
 -1800 451 524

