



Comments, Feedback & Complaints

Your voice helps us improve.

Your feedback, suggestions, compliments and complaints are important to Emily's Hope. Providing feedback or making a complaint will not affect the supports or services you receive.

Choose the option that suits you

SUGGESTION OR COMMENT

Share an idea about how we could do something differently.

COMPLIMENT OR FEEDBACK

Tell us what worked well or what could be improved.

COMPLAINT

Tell us when you are unhappy with our supports, services or response.

How to contact us

You can	Details
Talk to us	Speak with any Emily's Hope staff member.
Phone us	(07) 3155 6559 or (07) 4426 8700
Email us	feedback@emilyshope.com.au
Use our website	Complete the feedback or complaint form on the Emily's Hope website.
Write to us	Send a letter or written complaint to Emily's Hope.

Support, privacy and choice

Your right	What this means
Support person or advocate	You may ask a family member, friend, carer, advocate or other support person to assist you at any stage.
Confidentiality	Information is shared only with people who need it to respond to the matter.
Anonymous complaint	You may complain without giving your name. This may limit our ability to investigate or provide updates.
No disadvantage	Providing feedback or making a complaint will not affect your supports or services.
External complaint	You may contact the NDIS Commission directly. You do not have to complain to Emily's Hope first.



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What happens after you make a complaint?

We will handle your complaint fairly, respectfully and as promptly as possible. We will keep you informed during the process.

1	RECEIVE You tell us what happened and what outcome you would like.
2	ACKNOWLEDGE We confirm that we have received your complaint.
3	REVIEW A Director or delegated manager reviews the matter and decides what action is needed.
4	INVESTIGATE We gather relevant information and give people involved an opportunity to respond.
5	RESPOND We explain the outcome, any actions taken and your further options.

If you are not satisfied

You can ask Emily's Hope to explain the outcome, provide further information or tell us what remains unresolved. You may also contact an advocate or the NDIS Quality and Safeguards Commission.

NDIS Quality and Safeguards Commission

Phone	1800 035 544
National Relay Service	Use the National Relay Service and ask for 1800 035 544.
Interpreters	Interpreters can be arranged.
What it handles	Complaints about the quality or safety of NDIS supports and how an NDIS provider handled a complaint.

[Make a complaint to the NDIS Commission](#)

[Find independent advocacy information](#)

Need help to communicate?

Interpreter Call TIS National on 131 450.	Hearing or speech support Use the National Relay Service through accesshub.gov.au .
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