

Feedback, Compliments and Complaints

Down Syndrome Victoria is committed to providing high quality services and meeting your needs. We value your feedback – including complaints. Please let us know what we do well and where we can improve our services.

- This is a:** Compliment Complaint Feedback
- I am a:** Participant Family Member Participant Representative
 Staff Member Staff on behalf of participant
 Other _____

Please tell us about your experience at Down Syndrome Victoria

Please share your ideas or suggestions with us

Would you like us to follow up with you on your feedback? Yes No

If yes, please provide your details below:

Full Name _____ Phone _____

Email Address _____

Feedback, compliments and complaints can be lodged:

- directly with a staff member, either verbally or by submitting a completed Feedback and Complaints Form;
- by email to: info@dsav.asn.au;
- by phone on 1300 658 873;
- in writing to: Down Syndrome Victoria, 552 Victoria Street, North Melbourne, VIC 3051; or
- anonymously, through any of the above means.

Thank you for taking the time to provide feedback about our service

A complaint will be formally acknowledged within two working days. We aim to respond to all complaints and grievances as quickly as possible, and within 28 days from acknowledgement.

All feedback, compliments and complaints are used by Down Syndrome Victoria to continuously improve our service delivery.

Further Support

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from Down Syndrome Victoria's Chief Executive Officer or the President of DSV's Board, or alternatively through any of the following agencies:

NDIS Quality and Safeguards Commission

Online: www.ndiscommission.gov.au/about/complaints

Phone: 1800 035 544 (TTY on 133 677)

National Relay Service: ask for 1800 035 544

Australian Human Rights Commission

Phone: 1300 656 419

Online: www.humanrights.gov.au/complaints

The Victorian Equal Opportunity and Human Rights Commission (for complaints relating to human rights and discrimination):

Online: www.humanrights.vic.gov.au

Phone: 1300 292 153

Email: enquiries@veohrc.vic.gov.au

NDIS participants purchasing products and services have rights and protections under the Australian Consumer Law (ACL), including provisions on customer guarantees and unfair contract terms. Consumer Affairs Victoria provides information and advice and, in some cases, dispute resolution services for customer disputes under the ACL. In addition to Consumer Affairs Victoria, you can also contact the Australian Securities and Investments Commission (ASIC) if you have concerns regarding consumer protection in relation to your finances.

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