



Feedback, Compliments and Complaints

Down Syndrome Western Australia 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 Western Australia

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: office@downsyndromewa.org.au;
- by phone on (08) 6253 4752;
- in writing to: Down Syndrome WA, 32 Burton St, Cannington WA 6107; 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 Western Australia 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 Western Australia's Chief Executive Officer or the Chair of DSWAs Board, or alternatively through any of the following agencies:

NDIS Quality and Safeguards Commission

Online: www.ndiscommission.gov.au

Phone: 1800 035 544.

Australian Human Rights Commission

Phone: 1300 656 419

Online: www.humanrights.gov.au

Equal Opportunity Commission

Online: www.wa.gov.au/organisation/equal-opportunity-commission;

Phone: (08) 9216 3900 or 1800 198 149;

Email: eoc@eoc.wa.gov.au; and

Post: Albert Facey House, 469 Wellington Street, Perth WA 6000.