

# STATEMENT OF COMMITMENT: FEEDBACK AND COMPLAINTS

*We welcome your feedback!*

*We are committed to achieving the best outcomes for the families that use our Centre.*

*We welcome all of your feedback including, complaints, compliments and suggestions.*



## **We value your feedback!**

- It is important for us to know what is working well for you and how we could do things better!
- This helps us to ensure that we are supporting you in the most effective way.
- This gives us the opportunity to improve our services for you and others.

## **We will treat your feedback with respect by:**

- Listening to you;
- Letting you know what to expect next;
- Identifying a team member as your key contact;
- Providing reasons for the decisions that are made;
- Protecting your privacy;
- Ensuring that we welcome your chosen support person or advocate if you choose to use one, and;
- Assisting you to access an interpreter or alternative forms of communication to suit your personal preferences.

## **How can I give Feedback?**

- Speak to a team member in person
- Phone the Centre directly on **48614054**
- By emailing **manager@bridgesforlearning.org.au**
- Write a comment and place it in the feedback box located in the foyer at the Bowral office
- Using our online **CONTACT US** form

## How will Bridges for Learning respond to my feedback?

- We will ask you what you would like to have happen;
- If the complaint is simple, this may be resolved immediately with the team member of your choice;
- If you do not agree with this or your complaint is more complex, you will be contacted within two business days by a manager to discuss your complaint;
- We may need time to properly investigate your complaint;
- You will be kept informed at all stages of the decision making process, and;
- Once the complaint is resolved, as far as possible, you will be informed of the outcome by phone, email or letter. We aim to do this within twenty (20) business days.

## What if I am not happy with the outcome?

If you are unhappy with the outcome or the way in which your complaint has been handled you can:

- Contact the person dealing with the complaint for more information;
- Ask the General Manager or the Management Committee to review your matter, or;
- Seek support from an external agency, listed below.

## Who else can I contact for support?

If you would like further support or Bridges for Learning is not able to resolve the matter with you, the following organisations may be able to assist:

- NDIS Quality and Safeguards Commission Ph: **1800 035 544** or email: [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)
- National Disability Insurance Agency Ph: **1800 800 110** or email: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)
- NSW Fair Trading Ph: **13 32 20**

## Where can I find more information?

Bridges for Learning's Compliments, Complaints and Feedback Policy and Procedures details our approach to managing complaints. Please ask us for a copy by contacting the General Manager.

## Contact us

Bridges for Learning  
25 Thompson St  
Bowral NSW 2576

Phone: (02)48614054  
email: [manager@bridgesforlearning.org.au](mailto:manager@bridgesforlearning.org.au)