

## **How to make a complaint / provide feedback**

We're committed to ensuring you receive the best service possible. If we haven't met your expectations then we want to hear from you. Your complaints, compliments and suggestions can help us improve the service we provide to you and others.

### **Lodging Your Complaint/Feedback**

You can call our Head Office on 1800 243 513 Monday to Friday 9 am to 5 pm

### **Alternatively you can**

- Speak directly to a staff member at your local office or
- Email us @ [info@eetgroup.com.au](mailto:info@eetgroup.com.au) or
- submit your complaint online on this website using the Feedback Form or
- contact EET's Client Representative on 1800 253 666

### **We are here to listen**

Your complaint &/or feedback will be handled in a professional and understanding manner.

If you make a complaint we will listen and document your complaint and we will try hard to make things better in the shortest possible time

We will assist you to find a support person/advocate to support you if you require a support person

We will gain your permission to talk to people involved

We will get an agreement from you on a timeframe to resolve the complaint

Your complaint will be kept private & confidential

### **If a complaint cannot be resolved**

Where we are unable to resolve a complaint to your satisfaction, we will explain why and let you know what other options you have. In some circumstances you may be able to ask for a review of a decision.

### **External Assistance**

The Complaints Resolution & Referral Service is a complaints resolution service for people using Australian Government-funded disability employment and advocacy services. Contact 1800 880 052 or <http://www.crrs.net.au>

Other agencies are also listed in your Client Information Folder (ask us for another copy if you would like one)