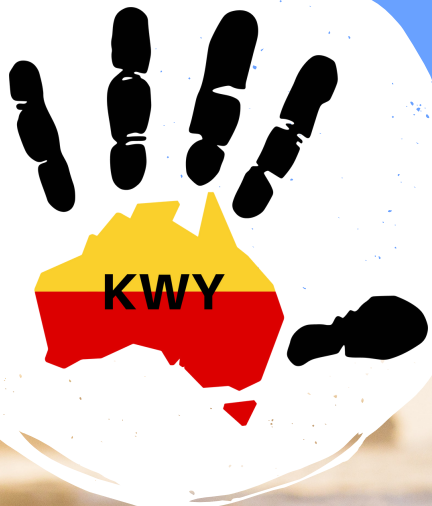


PO Box 739
Torrensville Plaza
SA
5031

KWY FEEDBACK PROCESS



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FEEDBACK, COMPLIMENTS AND COMPLAINTS

KWY is committed to providing high quality services.

KWY take all feedback and complaints seriously so we can keep improving and doing good for the Community.

HOW CAN YOU COMPLAIN OR GIVE FEEDBACK?

There are 7 different ways you can submit your feedback:

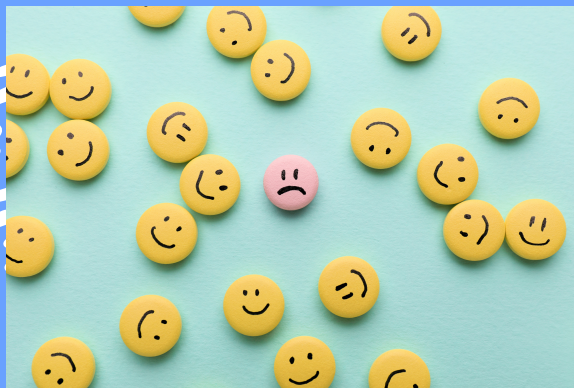
1. Talk to your KWY Worker
2. Give this form to a KWY staff
3. Post this form in the mail
4. Visit our website www.kwy.org.au
5. Email us admin@KWY.org.au
6. Call us [08 8377 7822](tel:0883777822)
7. Contact the Office of the Registrar of Indigenous Corporations (ORIC).

If you need support, ask your worker or call the KWY office.

WHAT HAPPENS TO YOUR FEEDBACK?

KWY will:

- Use every compliment, complaint or feedback to do better next time.
- Treat all complaints with respect.
- Attempt to resolve any issues within 14 days.
- Keep you informed of any outcomes.
- Keep a record of all feedback.
- Support you if you need translation, advocacy or anything else.
- Report any breaches of law or legislation where relevant.



IMPORTANT INFORMATION

- Nothing bad will happen if you make a complaint
- Your service with KWY will not be cancelled.
- Your identity can remain anonymous if you want.

Feedback/Complaints Form

I have a... (please tick one)

- ☐ Compliment
- ☐ Complaint
- ☐ Service Improvement Suggestion
- ☐ General feedback

This is about a...

- ☐ Worker
- ☐ Service
- ☐ Incident
- ☐ Something else (please specify)

Please tell us more

- ☐ I would like someone from KWY to contact me
- ☐ I would like my feedback to be anonymous

Name:

Phone Number: