

FEEDBACK FOR WAAC (HAVE YOUR SAY!)

EXTERNAL FACING FEEDBACK

WAAC values and welcomes all feedback and complaints about its services. It gives us valuable information and the opportunity to learn and improve so we can provide high-quality services to you.

Clients, families, carers, advocates and community members are welcome to provide feedback to WAAC. Your right to privacy and confidentiality will be respected at all times.

Receive

- You can provide feedback by:
 - emailing hr@waac.com.au;
 - calling us on (08) 9482 0000;
 - filling in survey in reception; or
 - feedback via Contact Us page on our website

Acknowledge

- Your feedback will be forwarded to HR and the CEO
- HR will send you a letter of response acknowledging receipt of feedback

Assess and Address

- WAAC will assess and investigate your complaint with integrity and in an objective and unbiased manner
- WAAC may contact you to seek further information

Reasons for decisions

- WAAC will aim to resolve all complaints and provide you with a response within 21 working days
- If this timeline cannot be met, WAAC will inform you and provide an alternative timeline

Review and Close

- If you are satisfied with the outcome, the matter is closed and will be considered in future operational planning
- If you are dissatisfied with the outcome, you may request for an external review

