

Compliment and Complaint Support Statement

We support your right to share compliments, feedback, concerns or make a complaint.

In order to ensure continuous service improvements and the best possible outcomes for you, Community Gateway welcomes your feedback, suggestions or complaints and will work with you to address any concerns.

How we will meet our commitment to you:

We will:

- Listen to your feedback from regular surveys and individual discussions to monitor how well we are doing
- Talk to community organisations and government agencies to ensure we are meeting service standards
- Undergo quality audits
- Use all feedback to evaluate and improve the way we deliver services to you
- Recognise and record recommendations for improvement and how they have been actioned
- Have continuous improvement strategies for our organisation based on evidence
- Ensure all staff have ongoing training to maintain and update their skills
- Run regular client information forums to provide feedback to you
- Have a transparent complaint management process

If you are not satisfied with the service you have received and you believe your rights are not being respected, or if you have a problem or concern about a service you are receiving you can:

- Discuss the situation in the first instance with the Wellbeing Coordinator. In most cases they will be the best person to help you. The contact number is 1300 657 473.
- If unresolved, escalate the situation to the Wellbeing Team Leader on the number above.

If your concern remains unresolved:

- Contact the Director Operations on 1300 657 473.
- You can contact the Aged Care Quality and Safety Commission on 1800 951 822, the National Aged Care Advocacy Line on 1800 700 600 or the NDIS Quality Safeguards Commission on 1800 035 544.

To obtain a copy of our client complaints procedure please call 1300 657 473.