

CREATING FUTURES



Feedback and Complaints

Communicare is an organisation committed to the creation of strong, safe and inclusive environments.

We consider providing quality services as an important part of this commitment and we strive to ensure that people understand their rights and responsibilities.

SHARING YOUR FEEDBACK

Your feedback or complaint can be about anything to do with Communicare programs or services, a person, or any other concern.

You can ask a family or staff member to assist you with your complaint. You don't have to write it down. You can talk to one of our friendly staff if you prefer. Communicare takes your feedback and concerns very seriously.

PRIVACY AND YOUR RIGHTS

We encourage you to share your feedback and promise to provide a safe and welcoming environment for you to be heard.

It is important to understand that you will not be penalised for any complaint, feedback or suggestion that you make.

Your information will be kept confidential and will ONLY be shared with those necessary to help solve your problem.

INTERPRETERS

We support cultural and linguistic diversity and we recognise that the English language may be a barrier for some people.

If the English language is a barrier for you in providing feedback or a complaint you can request an interpreter.

For Aboriginal and Torres Strait Islander people we can organise an Aboriginal interpreter for you through Aboriginal Interpreting WA.

You can provide a complaint, compliment or suggestion by:

T 08 9251 5777

E feedback@communicare.org.au

P Feedback Liaison

PO Box 730, Cannington, WA 6987

W Scan QR code and complete our online form



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