



A R A L U E N

Imagining and achieving better lives

# ARALUEN

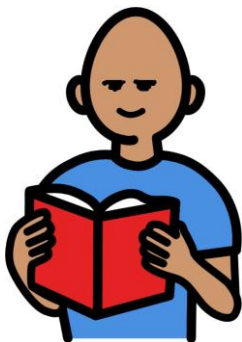
# Feedback and Complaints

Person responsible: Quality Team

Effective date: July 2025

Review date: July 2027

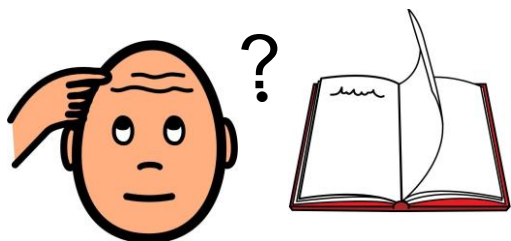
Version: 2



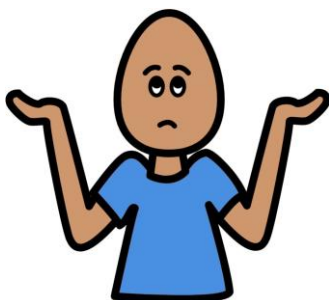
We've made this book easy to read



If you need help with this book, ask a friend, family or carer to help



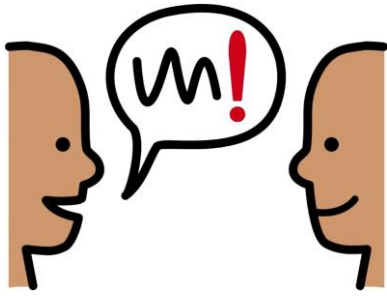
This book will tell you:



How to give Araluen feedback or make a complaint



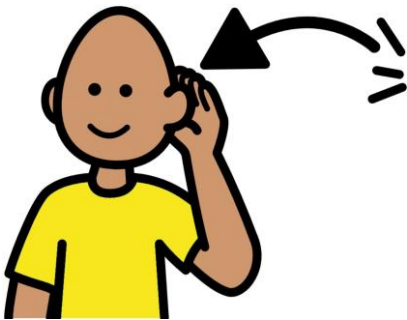
What Araluen does with feedback and complaints



You can tell Araluen about changes you want



You can tell Araluen if you are not happy with **us**



We will listen to you



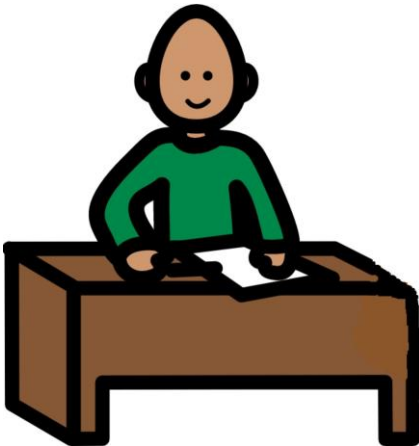
We will try to fix the problem



You can speak to:



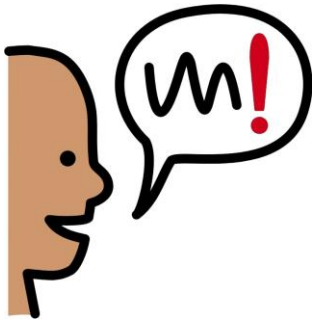
A support worker



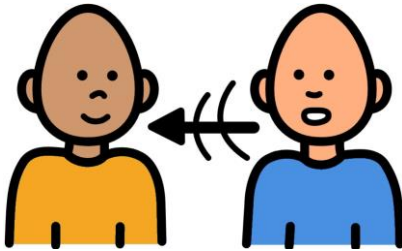
A manager



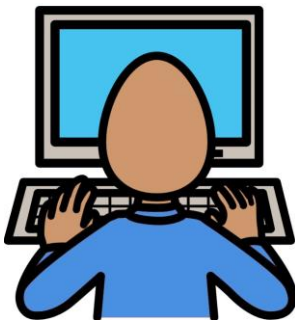
The quality team



You can also:



Tell a friend or family member



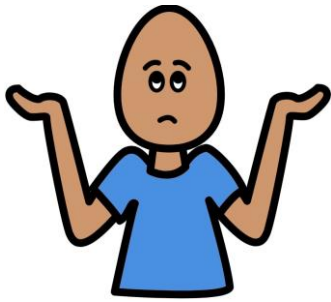
Fill out Araluen's online feedback form



Tell the NDIS Quality & Safeguards Commission



NOIS Quality  
and Safeguards  
Commission



If you need help to make a complaint, you can ask:



A friend or family member

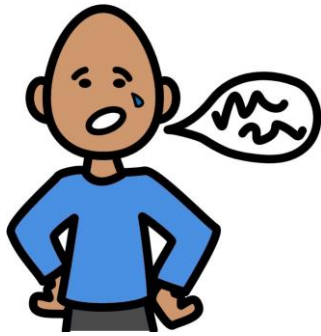
or



An advocate



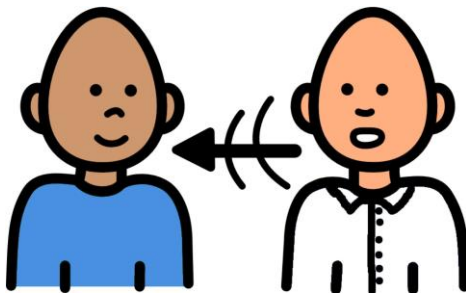
Araluen can help you find this person



After you make a complaint, we will:



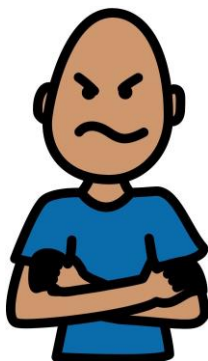
save it in our files



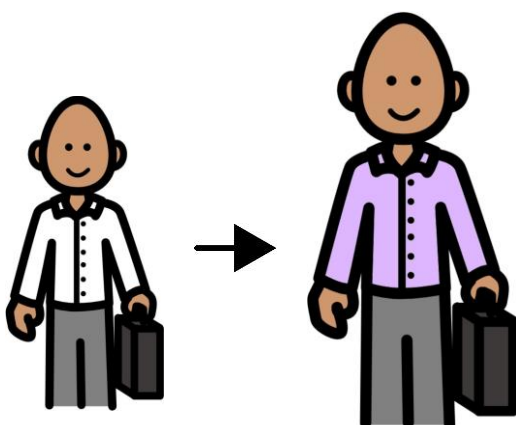
Speak to you about it

	X	X	X	X	X	X
X	>	<				

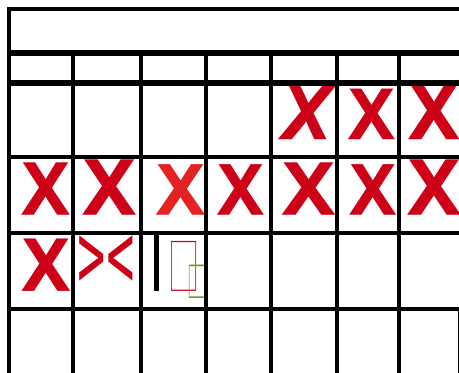
Try to fix it in 10 days



If you are unhappy with how we handled your complaint



A senior person will try to fix it



They will try to fix it in 14 days

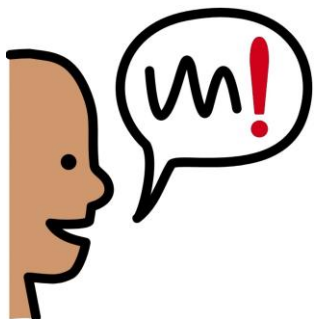


You can contact the NDIS Quality & Safeguards Commission



NOIS Quality  
and Sofeguards  
Commission





You can tell these people too:



01S uolit  
ond oi guor s  
Commission

## NDIS Quality & Safeguards Commission

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)  
1800 035 544



**Australian  
Human Rights  
Commission**

*everyone, everywhere, everyday*

## Australian Human Rights Commission

[www.humanrights.gov.au](http://www.humanrights.gov.au)  
1300 369 711



Victorian Disability  
Worker Commission

## Victorian Disability Worker Commission

[www.vdwc.vie.gov.au](http://www.vdwc.vie.gov.au)  
1800 497 132