



Your feedback is important



You always have the right to expect the best possible standard of services from Carpentaria.

We know the best way for us to improve is to receive feedback.

Feedback can be a compliment, comment or complaint.

We welcome your feedback about our work and our services.

We take your feedback seriously and value the opportunity to improve our services. We love to hear compliments. That means we are getting it right and you are happy with your service.

If you are not happy with our services, please tell us.

Anyone can make a complaint, including:

- the person receiving Carpentaria services
- a carer, family member or friend
- an advocate or legal representative

You can complain anonymously. If you don't leave your name, we can't reply or let you know about the outcome of your complaint. But we will still try to make our service better based on your complaint.

Contact us:

p: 8920 9400

w: carpentaria.org.au

e: info@carpentaria.org.au

in person: Harry's Place, 1 Willeroo Street, Tiwi

a: PO Box 63, Karama NT 0813



When you make a complaint or provide feedback, Carpentaria's complaints process ensures that your complaint or feedback is acknowledged, reviewed and resolved in a timely manner.

The time it takes to resolve a complaint depends on the nature of the complaint. Simple complaints may be resolved immediately and other complaints might need time to investigate further.

If you are not satisfied that your complaint has been resolved completely, a more senior staff member may undertake a review.

If you feel that we still have not resolved your complaint satisfactorily, you can contact the NDIS Quality and Safeguards Commission on 1800 035 544 TTY 133 677.