

Your feedback is welcome

We're interested in what matters to you. And if there's something we can do to improve the support we provide to people in the community, we want to know about it.

When you give us feedback or make a suggestion about how we can do things better, we'll share this information with our team members and take action where necessary.

You can progress your complaint by speaking to the person the complaint is about if you feel comfortable to do so. If you would rather not do that, or you have tried and are still concerned that the issue is not resolved, you can speak to the program coordinator or manager.

If you raise a complaint with us, it will be recorded and investigated as quickly as possible and we'll keep you informed of our progress as we go.

We are keen to improve and your feedback helps us to do that.

Complaints procedure

Where possible, you should raise your concerns with the service that supports you. If this doesn't resolve the issue, you will need to submit your complaint in writing.

How do I make a complaint?

Complaints need to be provided in writing and can be submitted via email to feedback@midlas.org.au or by post to:

**Complaints
Midlas
PO Box 5002
Centrepoint Post Office
Midland, WA 6056**

Let us know if you need support to submit your complaint in writing.

What happens after you receive my complaint?

We'll record your complaint and investigate it as quickly as possible. We'll keep you informed of our progress as we go.

Your information will be kept confidential, and you can ask for more information at any time.

How long will it take?

When we receive your letter or email, we'll contact you within three business days to let you know.

We'll contact you within fifteen working days to let you know what action we're taking from your complaint.

What if I'm not happy with the outcome?

If you're unhappy with the action we've taken from your complaint, you can dispute our decision and request a review.

We can support you with this.

What are my rights?

Everyone has rights when making a complaint, including:

- The right to be treated with care, consideration, dignity and respect
- The right to have private information kept confidential
- The right to ask questions if you don't understand the process
- The right to ask for a second opinion
- The right to ask for your personal records
- The right to request an interpreter or assistance with reading or understanding
- The right to refuse to participate or to not be supported by Midlas

Let us know if you need this information in another format.



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building resilience

Visit midlas.org.au

Or call us at 9250 2153