

Feedback Form



Ways to share what's on your mind

Complete this Feedback Form

A trusted person of your choice or a Marriott staff member can assist you.

Or Contact:

- **Phone** (03) 9555 0777
- **Online** www.marriott.org.au
- **Email** to your Marriott manager, complaints@marriott.org.au or feedback@marriott.org.au
- **Face to Face** - Speak with Marriott staff or manager

If you are not satisfied with our response to a complaint, you can contact **STOPline**
Phone **1300 304 550** or email: marriott@stoline.com.au

Or

Contact **NDIS Quality and Safeguards Commission**

Phone 1800 035 544 or www.ndiscommission.gov.au/about/complaints

Marriott Support Services welcomes your Feedback

- You will not be disadvantaged if you make a complaint
- You can remain anonymous
- Our process is confidential
- Please let us know if you need assistance
- Translation and Interpreter Services (**TIS**) are available **131 450**
- You may nominate a person to speak on your behalf including family, friends or carers
- We will respond promptly and the correct action will be taken

Your feedback

This is a (please tick): Complaint Compliment Suggestion Other

This is a complaint to the CEO or Board Yes

This is an anonymous disclosure Yes

I require translation assistance Yes

I require advocacy information or support Yes

I am a:

Marriott Client Relative/Friend Advocate Support Worker/Staff

Contractor Volunteer Member of the Public Other

Marriott staff member completing on behalf of a client/supported employee

Your Name

Name of Marriott client being represented (if applicable)

Service Name

Your Phone

Email

Your Feedback:

Date.....

If your feedback is a complaint, please let us know what a good outcome will look like for you, or any ideas about how we can improve.

If you require more room or wish to include any relevant documentation please add attachments.

Please return this form to:

A suggestion box at a Marriott facility or reception
A staff member or manager at your Marriott Service
Post to Marriott Support Services 15A/56 Keys Road Cheltenham VIC 3192

Thank you for your Feedback!

