

Feedback and Complaints: Easy Read

Why do we like feedback and complaints?



We welcome feedback to ensure the services you receive are good.



If you would like to provide feedback or make a complaint, you can contact us via the following:

- Speak with us
- Fill in a Feedback form.
- Phone (03) 9555-0777
- Email - complaints@marriott.org.au
or feedback@marriott.org.au
- Write to Marriott Support Services 15A/56 Keys Road
Cheltenham Vic 3192.

What happens when you complain?



We want you to make complaints and give feedback without fear.



Your services will not be affected if you make a complaint.



You will not be made to feel bad because you gave negative feedback.



Your personal information will not be shared with anyone without your consent.

Consent means saying yes to sharing information with others.

How Marriott handles complaints



We review our feedback and complaints to make improvements.



We manage complaints fairly and want to reach good results for you.



We will provide you updates as we resolve your complaint.

How do I make a complaint?

We regularly ask for feedback through:



- phone calls



- Surveys



- Service review meetings

You can also make a complaint by:



- writing to us
- sending an email, or
- speaking to someone



If you need help to make a complaint, we will support you.

You can also ask a family member, friend, or advocate to help you make a complaint.