

Feedback & Complaints Policy Statement

Having Your Say

Marriott Support Services aims to provide the highest quality services and your feedback is an important part of this.

Complaints, Compliments & Suggestions

We value all feedback this includes complaints, compliments, or suggestions. If you are not happy with our services, please contact us and we will try to resolve concerns as quickly as possible.

There are several ways in which you and your family members or your representative can provide feedback.

- Complete surveys and participate in focus groups and client meetings to have your say.
- Complete a Feedback form – *Complaints, Compliments and Suggestions*. Request a hard copy (also available in Easy Read) or submit an online form.
- Phone, email or speak with a member of staff, your service coordinator or service manager directly as they can often resolve concerns quickly and easily.
- Call us on **(03) 9555-0777** or Community Hub on **(03) 9578-7557**. For Translating and Interpreting Service (TIS) call **131 450**.
- Send an email to Marriott at **complaints@marriott.org.au** or **feedback@marriott.org.au**
- Write to us at **Marriott Support Services 15A/56 Keys Road Cheltenham Vic 3192**
 - ✓ No detriment - You will not be disadvantaged if you make a complaint.
 - ✓ Remain Anonymous
 - ✓ Confidential Process
 - ✓ Translation and interpreter services available – Let us know if you need assistance.
 - ✓ Representatives – You may nominate another person to speak on your behalf including your family, friends, or carers.

If you remain dissatisfied

If you do not feel that your complaint or concern has been resolved or feel able to discuss your concerns with staff directly, you or your representative can contact the manager or senior manager. The manager will work to resolve any complaint or concern and will always get back to you with the outcome.

If you still feel the matter is not resolved, you may choose to contact the Marriott CEO or Board Chair via STOPline on **1300 30 45 50** or email marriott@stoline.com.au

The NDIS Quality and Safeguards Commission can assist if you remain dissatisfied with our response to your complaint. Their services are free, confidential, and impartial.

NDIS Quality and Safeguards Commission

contactcentre@ndiscommission.gov.au **1800 035 544**

The NDIA can also be contacted for further assistance:

National Disability Insurance Agency

1800 800 110

www.ndis.gov.au

Advocacy

You or your representative have the right to call on an independent advocate of your choice to represent you in managing your supports. Services provided by an advocate may include presenting any complaints you may have. Independent advocates who can support you include:

Office of the Public Advocate

Advocacy services and safeguarding the rights of people with a disability.

www.publicadvocate.vic.gov.au **1300 309 337**

Victorian Advocacy League for Individuals with Disability (VALID)

Empowering and representing adults with Intellectual disability.

www.valid.org.au **03 9416 4003** or **1800 655 570**

Or search 'Disability Advocacy Finder' online.

<https://disabilityadvocacyfinder.dss.gov.au>

Timelines

We aim to resolve complaints within 21 business days however in most cases we will work to resolve your complaint at the point it is received. We will keep you informed of our progress on complaints that we refer for review or investigation where it may take a little longer.

Where to find more information

For more information on our Feedback and Complaint Management and Resolution process visit www.marriott.org.au/feedback/

Please ask us if you wish to be provided a copy of our full **Complaints Handling Policy**.

Thank you for contributing to our efforts to continually improve our service by providing feedback.