

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
- Phone, email or speak with your service manager directly as they can often resolve concerns quickly and easily.
- Call us on **(03) 9555-0777** for Translating & 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**

If you remain dissatisfied

If you don't 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 304 550** 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.

Phone 1800 035 544 Email contactcentre@ndiscommission.gov.au

The **National Disability Insurance Agency** can also be contacted for further assistance:

Phone 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

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

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