

Feedback and complaints – easy read

Why we like feedback and complaints?

We welcome feedback to ensure the services you receive are the best we can offer .

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



In person: 729 Pittwater Road, Dee Why



Phone: 1300 10 10 69

Call if you don't want to give your name or number



Website:

www.kameleongroup.com.au/feedback/

This form can be completed anonymously



Email: feedback@kameleongroup.com.au



Write to us: 8/ 729 Pittwater Road,

Dee Why NSW 2099

What happens when I 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 does Kameleon Group handle complaints?

- We review our feedback and complaints procedures to make improvements
- We manage complaints fairly and always wish for our participants to feel heard.
- We will provide you updates as we resolved your complaint.

We regularly ask for feedback through:



Phone calls



Surveys



Service review meetings



If you need help we will support you.



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



If you would like to receive a copy of the Kameleon Group Feedback and Complaints Policy and Procedure document please contact us

If you feel your complaint is unresolved you can contact the NDIS Quality and Safeguards Commission



Phone: 1800 035 544



**NDIS Quality
and Safeguards
Commission**



Website: www.ndiscommission.gov.au