



Authentic
Life Care

Easy English

Feedback and Complaints



Feedback and complaints:

Authentic Life Care welcomes your **valuable feedback** including **complaints** if you have.

Ways to give Feedback to Authentic Life Care:

1. **Compliment:**

This is when you want to tell us that we've done something right, and you want to let us know.



2. **Suggestion:**

This is when you have an idea of something that we should change or incorporate that would enhance our experience.



3. **Complaint:**

When you are dissatisfied with our service, this is the feedback you send us and you want us to try to find a solution to the problem.



How do I apply a complaint to Authentic Life Care?

You have many ways to complaint to us, we are listing few of them:

- You can speak with any of our team members including support workers or managers.



- Call us at **+61 413 667 496**



- Write us a letter at
153 Hoddle Street Collingwood, VIC 3066.





- Email to our complaints team at
complaints@authenticlifecare.com.au



- You can fill our [feedback form](#), mentioned on the [website](#).



If you don't want your complaint to be shared with us?

Of course we'd rather hear your concern  and try to  fix it,

but if you don't feel comfortable talking to us there are other people you can speak to:

- [NDIS Quality and Safeguards Commission](#) on 1800 035 544
- [National Disability Insurance Scheme \(NDIS\)](#) or feedback@ndis.gov.au
- [National Disability Insurance Agency \(NDIA\)](#) on 1800 800 110

What we will do when you file a complaint with Authentic Life Care?

We will listen:

Inform us that you are not happy with our service and we will acknowledge your complaint in 48 hours.



We will investigate:

We will try to find out why you lodge a complaint and what is the reason?
We will be honest in our investigation.



We will inform you:

We will keep you updated about the outcome of our investigation, normally the result time is between 5 to 28 days.



Help:

We will help you to understand the outcome and what you can do if you disagree with our decision.



Stop:

We will make sure that you are not impacted negatively in making a complaint.



You can get help in making a complaint form:



- A family member, friend, relative or a legal lawyer. Please visit [Disability Advocacy Finder](#) or email at disabilityadvocacy@dss.gov.au.
- You can use an interpreter by calling [TIS \(Translating and Interpreting Service\)](#) on **131 450**.

Your complaint:

- May be done by everyone, including respondents, their relatives, colleagues, informal help or other service providers.



- Will be private and confidential, ensuring that we will keep your information secure.



- Can be revoked at any time.



- If you do not agree with the result, we or the NDIS Commission will review it.



- Can be secretly lodged, if you prefer.



- Can be used to enhance the model and delivery of our service.

