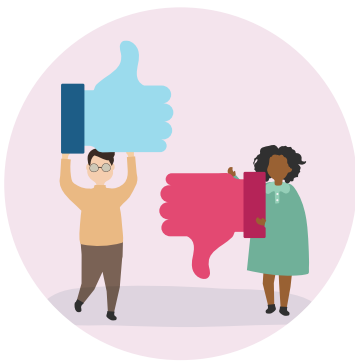


Complaints

This information is to help you understand how to make a complaint



To make a **COMPLAINT** is to say “I am not happy about something.”

You can make a complaint by talking to anyone in the organisation that you feel safe and comfortable with.

You can make a complaint about:

- Your service
- Your support
- Your worker
- Something that is bothering you.



We will try to help you and to fix the problem.

We will always listen to you.

We will make sure your service and/or worker understand what has made you unhappy.

You will not get in to trouble for telling us about the problem. We will not make you feel bad because you said something is wrong with your service.



What happens when you make a complaint?

We will talk to you about the problem, and with your help, try to fix the problem.

We want to fix the problem quickly.

We might investigate your complaint. This means we will speak with people to find out what happened.

We will check what is happening and then tell you about it to make sure you are happy again.

Sometimes we will not do anything. Instead, we will find someone else to help you. This person may work for another agency.

And sometimes, we will work with you to get an advocate to help you with your complaint too.



Where can you make a complaint?

You can call: 1300 900 091

You can email:
feedback@mymomentum.org.au

You can speak to the person who organises your support, or to your support worker.

If you are in danger at any time, remember to call 000.

