

# Tell us...

- If you find anything unsatisfactory or unacceptable.
- If there has been an incident you would like to report.
- If you have a suggestion on how you think we could improve our services.
- If you think we are doing something well.

# We will...

- Involve you in the resolution of the complaint or feedback issue as appropriate.
- Keep you informed about the progress of our investigations.
- Advise you of any actions and/or service improvements taken.
- Provide you with further options open to you if you are not happy with the outcome of the process.

# Do you need assistance?

If you feel you need assistance to make a compliment, complaint or comment please contact HCO and we will promptly arrange someone to help.

If you feel you require further assistance or wish to raise a concern about HCO please contact the NDIS Quality and Safeguards Commission.

**P** 1800 035 544

**W** [ndiscommission.gov.au](https://www.ndiscommission.gov.au)



# You have the right to provide feedback.

At HCO we encourage the people we support, their families, friends, advocates or other stakeholders to provide feedback about the services we provide.



**P** (08) 8398 4400

**A** 76 Hutchinson Street, Mount Barker SA, 5251

**E** [feedback@hco.net.au](mailto:feedback@hco.net.au)

**W** [hco.net.au](https://www.hco.net.au)

# Have your say.

Compliments  
Complaints  
Comments



# Feedback form

Fill out the feedback form and tell us about your compliment, complaint or to make a comment or suggestion.

Please note that this form can be sent anonymously by leaving off your name and contact details.

This is a (select one):

- Compliment
- Complaint
- Comment

Name (optional):

Email (optional):

Phone (optional):

I am a (select all that apply):

- HCO Client
- Family member
- Friend
- Staff member
- Advocate
- Other

Expected outcome from feedback:

- Acknowledgement
- Answers
- Apology
- Action

Your feedback:

Possible resolution (if applicable):

Signed (optional):

Date:

Please return your completed form to:

**HCO**  
**76 Hutchinson Street,**  
**Mt Barker SA 5251**

or alternatively visit our website and complete the form online - [hco.net.au/feedback/](http://hco.net.au/feedback/)