

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.

1800 035 544
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.



 8398 4400

 feedback@hco.net.au

 73 Gawler Street,
Mount Barker SA, 5251

 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
73 Gawler Street,
Mount Barker SA 5251

or alternatively visit our website and complete the form online - hco.net.au/feedback/