



E. W. TIPPING FOUNDATION

Leading a network supporting:
Independence. Choice. Community for all.

Your Feedback is Important to Us



How to make a complaint

What we can do to help

www.tipping.org.au

It's Ok to Complain

Anyone is welcome to provide feedback or make a complaint about their experiences with our services and support programs.



We're here to help

If you need help to provide feedback or make a complaint, you can ask for help from your support worker, another member of staff or any other person or organisation.

Our responsibility to you

We will not limit in any way the service we provide to anyone who makes a complaint. We will use the feedback and complaints we receive to keep improving our services.

Complaints Officer

Our Complaints Officer can be contacted on:

P: 03 9564 1000

E: complaints@tipping.org.au

A: EW Tipping Foundation
1036 Dandenong Road
Carnegie, Vic. 3163

How to Give Feedback or Make a Complaint

What you can do

You can give us feedback or complaints in a few ways, just choose the option that suits you:

- Speak with a staff member
- Phone or write to our Complaints Officer
- Complete the Feedback & Complaints Form available from staff or on our websites under 'Contact Us'
- Talk to us at meetings, or focus groups
- Complete a customer satisfaction survey

- Contact the Disability Services Commissioner
- Speak to an advocate who can act for you

Be clear and factual

When making a complaint, it is best to keep to the main facts:

- What happened or what are you unhappy about?
- Who was involved?
- How has this affected you?
- What do you want to happen now or see improved?





Resolution Process

How we help to solve the problem and what we do to find an outcome that suits everyone.

What we can do

- Listen
- Provide advice
- Help you to get answers to your questions
- Promptly deal with the issue
- Keep you up to date about the complaint's progress in a form of communication that suits you and as often as you need
- Make a record of the complaint
- Acknowledge and respond to the complaint within 24–48 hours
- Try to resolve the problem within 21 days
- If we can't find a solution in 21 days, we will let you know why, and what we are doing to try to resolve your matter



Members of the EW Tipping Foundation network

Above: We are committed to resolving your concerns.

Left: Your support worker can advocate on your behalf.

Feedback Facts

The Disability Act 2006 makes sure that people can give feedback or complain about their disability services if they want to. We have a system for managing complaints that you can use if you need to.



If you are not happy about our service or something we have done, you can complain.



You can ask anyone for help to make a complaint.



You can talk to our support staff or coordinators.



We will write your complaint down so it doesn't get forgotten.



We will work with you to try to fix things.



If things don't get better, you can ask for your complaint to go to our Complaints Officer.



Our Complaints Officer will look into the issue and get back to you as soon as possible.



If you are unhappy with our solution you can pass your complaint on to the Disability Services Commissioner.



They will listen to your complaint and make sure it is dealt with fairly.



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EW Tipping Foundation
Complaints Officer

1036 Dandenong Road, Carnegie, Vic. 3163

P: 03 9564 1000

E: complaints@tipping.org.au

Disability Services Commissioner

30/570 Bourke Street,

Melbourne, Vic. 3000

Free call: 1800 677 342

Local call: 1300 728 187

TTY: 1300 726 563

www.odsc.vic.gov.au

EW Tipping Foundation Network
Statewide Coordination Centre

1036 Dandenong Road, Carnegie Vic. 3163

P: 03 9564 1000 . F: 03 9564 1004

E: info@tipping.org.au

www.tipping.org.au



Members of the EW Tipping Foundation network

