



T 02 4472 6939
E info@muddypuddles.org.au
W www.muddypuddles.org.au

PO Box 746
Batemans Bay NSW 2536

FEEDBACK AND COMPLAINTS

The team at Muddy Puddles welcomes feedback, including complaints. We encourage you to speak up and let us know what works and what doesn't. We value your feedback and we'd really like to know how we can improve our service.

Feedback

We are happy to receive feedback at any time. We encourage you to complete evaluation surveys we send out as we rely on your input to ensure our services are relevant to you and your family.

Making a complaint

If you are unhappy with something, please talk to one of our team members in person or contact us using one of the methods below.

Call us on 02 4472 6939

Write a letter and send to

PO Box 746 Batemans Bay NSW 2536

Email info@muddypuddles.org.au

Visit www.muddypuddles.org.au

We will respond as quickly as possible and will do our best to find a solution within 28 days. Your concerns will be respected and taken seriously, and your privacy will be protected at all times. If preferred, you may make a complaint anonymously or using a made-up name, and contact details need only be provided if you wish to receive a response.

Within two days of receiving your complaint we will contact you to discuss what will happen next. Most likely we will ask if you are willing to meet to talk about your concerns. You can choose how, when and where to meet, or we can discuss your concerns in writing or on the phone if you prefer. You are welcome to choose the person at Muddy Puddles that you want to talk to, or you can nominate an advocate or other support person to speak for you.

People with Disability Australia (PWDA) offer advocacy services in NSW.
Call Toll Free on 1800 843 929 or email pwd@pwd.org.au.

If you need to take your complaint further you can contact the NDIS Commission at www.ndiscommission.gov.au.

We will work closely with you or your chosen representative to agree on the best way to address your concerns and resolve any issues. You will be kept informed of progress on a regular basis, until your complaint has been resolved to your satisfaction.