

Why we like feedback and complaints?

We welcome feedback to ensure the services you receive are good.

If you would like to provide feedback or make a complaint, you can contact us via the following:



In person: 729 Pittwater Road, Dee Why



Phone: 1300 10 10 69

Call if you don't want to give your name or number



Website: www.kameleongroup.com.au



Email: feedback@kameleongroup.com.au



Writing to us: 8/ 729 Pittwater Road,

What happens when you complain?

- We want you to make complaints and give feedback without fear
- Your services will not be affected if you make a complaint
- You will not be made to feel bad because you gave negative feedback.
- Your personal information will not be shared with anyone without your consent.
- Consent means saying yes to sharing information with others.

How do you handle complaints?

- We review our feedback and complaints to make improvements.
- We manage complaints fairly and want to reach good results for you.
- We will provide you updates as we resolve your complaint.

We regularly ask for feedback through:



phone calls



surveys



service review meetings



If you need help we will support you.



You can also ask a family member, friend or advocate to help you make a complaint

If you are still not happy you can contact



**NDIS Quality
and Safeguards
Commission**



Phone: 1800 035 544



Website: www.ndiscommission.gov.au