

How To Give Feedback to Sylvanvale

Easy Read Handbook summary

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Your feedback



We want to hear your feedback on our services.



There are 3 types of feedback you can give us.

1. Good feedback is called a compliment.
2. An idea about how we can improve our service is called a suggestion.
3. Bad feedback is called a complaint.

How to give feedback



1. Tell a Sylvanvale staff member who you feel comfortable with. They will help you fill out a feedback form.



2. Contact our Service Planning team.

- Call 1300 244 577
- Email customers@sylvanvale.com.au



3. Fill out a form on our website at www.sylvanvale.com.au/contact



4. If you need an advocate to help you make a complaint contact People with Disability Australia.

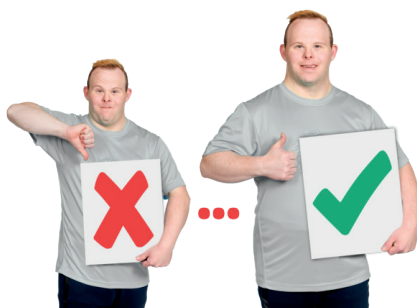
- Call 1800 422 015
- Email pwd@pwd.org.au

What we will do



Feedback

We pass good feedback on to the staff member or team.



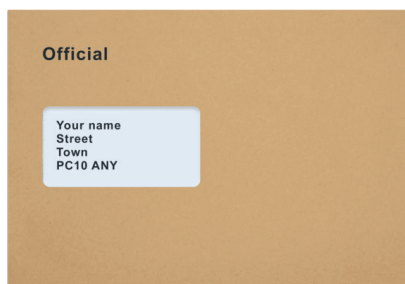
Suggestions

We use suggestions to look at how we can improve our services.



Complaints

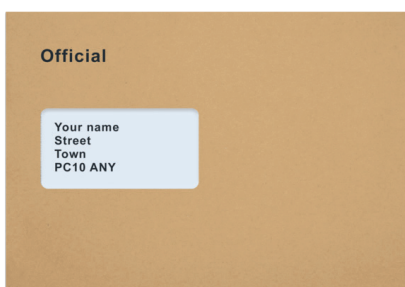
We keep complaints private.



Within 5 calendar days we will send you a communication to let you know we have received your complaint.



We will talk to you about the best way to deal with your complaint.



Within 28 calendar days we will send you a letter with our response to your complaint.



If it takes us longer to sort out your complaint we will let you know why and how long it will take.



If you are unhappy with how we handled your complaint you can contact our Service Planning team.

- Call 1300 244 577
- Email customers@sylvanvale.com.au

What will Sylvanvale do with your complaint?



The Service Planning team will arrange a review.



**NDIS Quality
and Safeguards
Commission**

If you are unhappy with the result of the review you can contact the NDIS Quality and Safeguards Commission.

- Call 1800 035 544
- Visit the website at [ndiscommission.gov.au/participants/complaints](https://www.ndiscommission.gov.au/participants/complaints)



**Fair
Trading**

If you are unhappy with a review which relates to your housing only you can also contact the NSW Fair Trading Tenants Advice and Advocacy Service:

- Call 8117 3700
- Visit the website at www.tenants.org.au



Or contact the Disability Housing Advocacy Service:

- Call 1800 843 929
- Email housinginfo@pwd.org.au

Further Information



If you have any questions contact our Service Planning team.

- Call 1300 244 577
- Email customers@sylvanvale.com.au