



WE WELCOME YOUR COMPLAINT

Activ aims to provide the best services that we can. If you are not happy with an Activ service, please tell us. We will do our best to fix the problem. We will respect your privacy when you make a complaint.

ACTV/9/2813

Introducing you to Activ's

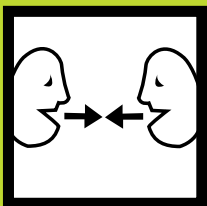
COMPLAINTS HANDLING PROCEDURES

for service recipients and others



Activ Complaints Officer
Tel: (08) 9387 0555 Email: feedback@activ.asn.au
Address: PO Box 446 Wembley WA 6913
www.activ.asn.au





Step 1

Tell your Team Leader, Employee Coordinator or Site Manager.

Step 1 Who do I go to?

- Talk to your Team Leader, Employee Coordinator or Site Manager as soon as possible.
- Say what the problem is and how you want it fixed. This helps us to solve the problem quickly.
- Or you can contact the Complaints Officer via the following details: **Activ Complaints Officer, PO Box 446 Wembley WA 6913, Tel: (08) 9387 0555, Email: feedback@activ.asn.au**



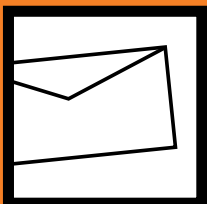
Step 2

Activ will give you a complaint reference number.

Step 2 Your number

Write it down

- Activ will give you a complaint reference number. This number tells you that Activ has received your complaint.
- You should write down your reference number and keep it safe.
 - You should keep copies of all letters and emails.



Step 3

Activ will send you a letter when the complaint is resolved.

Step 3 Fixing the problem

How long will it take?

- Activ aims to resolve all complaints in 20 days.
- Activ will give you regular updates.
 - We will tell you if there is a delay.
 - You can contact Activ to ask for an update on your complaint.
 - Please state your reference number when you contact Activ about your complaint.
 - Activ will send you a letter when the complaint is resolved.

Who can make a complaint?

- Service recipients, families, carers, advocates and members of the public are welcome to make a complaint to Activ.
- Your family, your carer or someone else can make the complaint for you.
- You can ask an agency to help you make a complaint to Activ. Here are some agencies that can help:
Complaints Resolution and Referral Service
- tel. 1800 880 052
TTY - tel. 1800 301 130
TIS - tel. 131 450
Advocare (for Aged) - tel. (08) 9221 8599