

HAVE WE LET YOU DOWN?

Here's how you can let us know.

1

COME AND TALK TO US

Come and chat to us about how we can improve our service. If we are not doing so well, we would love the chance to do better. You can contact us directly using the details on this flyer.

2. SEND US A FEEDBACK FORM

You can use our feedback form to tell us what is going wrong. You don't even have to put your name on it. There should be a form attached to this flyer - or just ask us to give one to you.

2

3

3. COMPLETE OUR SURVEY

From time to time, we run surveys to see how our customers are feeling about our service. We would love to hear from you too! See the details on this flyer for more information.

4. HAVE WE FIXED THINGS?

We really want to offer you the best service possible. If you have asked us to make a change, it would help us to know that we have fixed the problem. You can do this using any of the methods listed above.

4



ARE WE STILL GETTING IT WRONG?

You have other options. If you wish to take your complaint further, you can do so by contacting the NDIS Commission on Please call 1800 035 544. Please let us know if you need some support to do this.



info@tothemoonandback.net.au