

## What to do if you want to provide Feedback, a Complaint, or Compliment about Stride

### Our Commitment

Our aim is to give you the best quality service. If you have found our service helpful or have any ideas on how something can be done better, please let us know. We also want to know if you are not happy or have concerns about any part of our service.

### Can I comment on anything?

**Yes!** You do have the right to express your comments about any part of any service at Stride.

A comment may be:

- a compliment;
- a suggestion;
- an idea;
- a fear;
- a concern; or
- a complaint.

**Making a complaint can often be difficult. This following guide may help you...**

### Who do I provide my feedback to?

Clients, carers, and other stakeholders may provide feedback in writing or verbally via:

- The staff member they were dealing with at the time;
- The supervisor or manager of that individual;
- Emailing our feedback team at [feedback@stride.com.au](mailto:feedback@stride.com.au);
- Contacting us through Stride's feedback webpage - [www.stride.com.au/contact-us/feedback/](http://www.stride.com.au/contact-us/feedback/); or
- An outside Authority (e.g. state Health Ombudsman, or NDIS Commission).

### How do I go about writing my complaint?

To help you write your feedback, compliment or complaint, the following tips can assist you structure what you would like to tell us:

- Your name and contact details (i.e. phone number or email address) so we can contact you; and
- The Stride service or program name you are referring to.

**What happens next?**

Your feedback or complaint is documented so that the matter can be dealt with sensitively and quickly.

We will contact you by phone to talk about what you want to do and the next steps.

Our aim is to investigate and resolve the matter within 35 calendar days of receiving your feedback or a complaint. Where this is not possible, we will contact you to explain why.

Our aim is to make sure we take your feedback or complaint seriously and address the matter promptly. Importantly, your feedback or complaint is welcomed, without fear or adverse consequence or loss of your rights to access Stride services.

**What are my rights?**

Your feedback is important to us and will be treated with fairness, transparency, respect and accountability. You have the right to provide feedback, a compliment or a complaint that will be welcomed without fear or adverse consequence or loss of your rights to access Stride services.

You have the right to engage an independent Support Person or Advocate to help you through the feedback process. For more information on how to do this, please contact your Support Worker or ask for the 'Advocacy Information Sheet'.

If you need help or an Interpreter to fill in this form, please contact your Support Worker or Stride's Head Office on Phone: 1300 00 1907. There is no cost to you for this service.