

## Feedback Information Sheet (Plain English)

### Want to give feedback?

Stride wants to give you the best service possible. If you think we're doing well, or if you have ideas for improvement, please let us know. You can also tell us if something is wrong or if you have a complaint.

### What kind of feedback can I give?

You can tell us about anything:

- A compliment (something you liked)
- A suggestion (an idea)
- A concern (something you are worried about)
- A complaint (something that went wrong)

### How can I give feedback?

You can give feedback to:

- The staff member you were dealing with
- Their manager
- Email: [feedback@stride.com.au](mailto:feedback@stride.com.au)
- Online: [www.stride.com.au/contact-us/feedback](http://www.stride.com.au/contact-us/feedback)
- An outside authority (like a health ombudsman or the NDIS Commission)

### What happens after I give feedback?

We will:

- Record your feedback so we can address it quickly
- Contact you to talk about what happens next
- Aim to resolve the issue within 35 days

Your feedback is important and will not affect your right to use Stride services.

### What are my rights?

You have the right to give feedback without fear. You can have someone, like an Advocate or Support Person, help you with this process.

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