

## Feedback

Blairlogie welcomes all feedback regarding the services and support we provide. We view your feedback as an opportunity for us to examine our performance and improve, so we want to hear what you have to say about our services. If you don't tell us, how will we know what we are doing right and what we could do better?

Whether you are pleased with our performance or we have not met your expectations, we highly value your feedback, suggestions, compliments or complaints:

Suggestions are ideas on how we could improve our services or do our business differently.

Compliments are praise for things that we've done well or congratulations about any aspect of the way we work.

Complaints express dissatisfaction or unmet expectations about any aspect of our services or performance.

Feedback is ideally made in writing, preferably via the Blairlogie Feedback form, which is available online at [www.blairlogie.org](http://www.blairlogie.org) – alternatively you can call us on **5978 7900** and request a form be sent to you or to provide your feedback to us over the phone. If you choose to have your say via e-mail, send your feedback to [admin@blairlogie.org](mailto:admin@blairlogie.org).



**Supporting People with a Disability**

If you wish, you can also make an appointment with the CEO or relevant Manager to discuss your feedback. If your feedback is about us not meeting your expectations, you may be invited to become involved in finding a suitable resolution.

It is important to Blairlogie that you feel comfortable and confident in providing feedback about our services and our organization. We view your feedback as the key to our success and your continued satisfaction.

## How will your feedback be treated?

If you call us, we aim to respond to your contact within one working day

If you write, e-mail or lodge an online form we aim to acknowledge your feedback within seven working days of receipt.

If you have requested a response to your feedback we aim to respond within five working days of the date you provide the complete details of the matter you would like us to look into. If the matter is complex, it may take longer in which case an interim response will be provided.

If - after giving us your feedback - you remain dissatisfied with the way your feedback is treated, then you can contact the **NDIS Quality and Safeguards Commission**

**on 1800 035 544 or email: [ndiscomission.gov.au/about/complaints](mailto:ndiscomission.gov.au/about/complaints)**

Blairlogie is committed to treating personal information in accordance with Commonwealth and State Privacy Legislation. This means that your privacy will be protected under the:

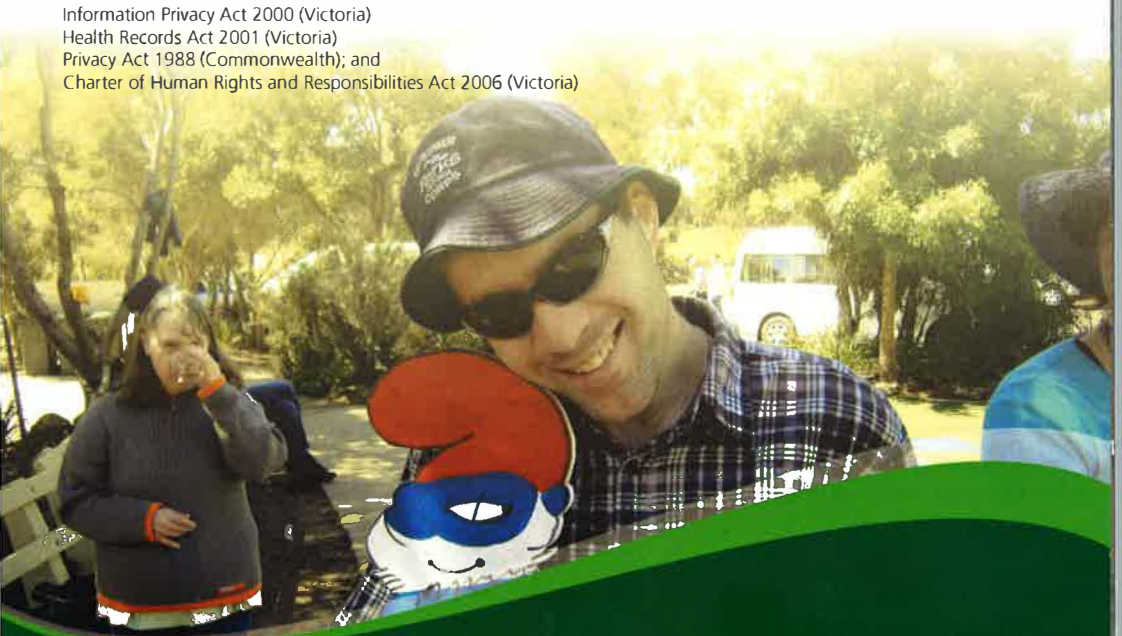
NDIS Act 2013

Information Privacy Act 2000 (Victoria)

Health Records Act 2001 (Victoria)

Privacy Act 1988 (Commonwealth); and

Charter of Human Rights and Responsibilities Act 2006 (Victoria)



For more information please contact  
P: 03 5978 7900 E: [admin@blairlogie.org](mailto:admin@blairlogie.org)

 **Blairlogie**  
LIVING & LEARNING INC.