

How to Provide Feedback or Make a Complaint

i PARTICIPANT INFORMATION GUIDE

Your feedback helps us improve the quality, safety and accessibility of our Auslan interpreting, notetaking and participation assistance services.

You have the right to provide feedback, raise a concern, or make a complaint at any time.

We will listen, treat you with respect, and work with you to resolve concerns wherever possible.

1 What can I provide feedback about?

You can tell us about:

- Something we did well;
- Something you think we could improve;
- concerns about the quality of a service you received;
- concerns about communication, access or inclusion;
- concerns about the behaviour of an Echo worker, interpreter, contractor or representative;
- Safety concerns or incidents.

2 Can someone help me make a complaint?

Yes.

You can make a complaint yourself or you can ask someone you trust to support you, such as:

- A family member;
- friend;
- advocate;
- support worker;
- representative.

3 How can I provide feedback or make a complaint?

You can contact Echo Interpreting by:

Email: info@echointerpreting.com.au

Phone: (03) 9761 2208

SMS only: 0409 054 326

Online Feedback & Complaint Form: see website www.echointerpreting.com.au

Scan QR Code:



If you need another way to communicate with us, please let us know.

4 What happens after I make a complaint?

Echo Interpreting will:

1. acknowledge your complaint within **5 business days**;
2. treat your information respectfully and confidentially;
3. review what happened;
4. keep you informed where appropriate;
5. work towards a fair and reasonable outcome;

Some issues may be resolved quickly. More complex complaints may take longer, but we will keep you updated.

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How does Echo use feedback?

Feedback and complaints help us:

- improve our services;
- identify risks;
- improve worker training and processes;
- prevent issues happening again.

Feedback may be recorded in Echo's Feedback, Complaints & Resolution Register and Continuous Improvement Register to help us monitor improvements.

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What if I am not happy with Echo's response?

If you are unhappy with how your complaint has been handled, or you prefer to speak to someone outside Echo, you can contact:

NDIS Quality and Safeguards Commission

Website: www.ndiscommission.gov.au

Phone: 1800 035 544

The NDIS Commission can receive complaints about NDIS providers and supports.



OUR COMMITMENT

Echo Interpreting is committed to providing services that are:

- ✓ Respectful
- ✓ Safe
- ✓ Inclusive
- ✓ Culturally responsive
- ✓ Accessible
- ✓ Focused on continuous improvement

Your voice matters

