

Feedback and complaints for consumers and carers

Your voice can make a difference

Feedback and complaints are welcome at Neami. We respond directly to resolve issues in a timely manner. We also use this information to improve Neami services and view feedback and complaints as learning opportunities.

Contact us

You can provide feedback in several ways:

 **Face-to-face:** Speak directly with your Support Worker, Manager or State Manager

 **Phone:** Call your local Neami service or the Neami feedback line on 1300 147 600

 **Letter:**
Attn: Complaints Officer
Neami National
4-8 Water Rd, Preston VIC 3072

 **Email:** feedback@neaminational.org.au

Interpreter service and translations

If you need help to understand this information, contact Neami on 03 8691 5300.



Nếu bạn cần một thông dịch viên liên hệ với chúng tôi

Haddii aad u baahan tahay turjumaan nala soo xiriir

إذا كنت بحاجة إلى مترجم
اتصل بنا

如果你需要一个解释给我们
打电话

Αν χρειάζεστε διερμηνέα
επικοινωνήστε μαζί μας

What to expect if you make a complaint

Neami National will respond to your complaint in a fair, timely and unbiased way.

We will receive your feedback or complaint in good faith and you will not be disadvantaged in any way as a result of making a complaint.

We acknowledge the fundamental right of everyone who uses our services to question or comment on the quality of the services they receive.

We also have an appeals process if you are not satisfied with the resolution of your complaint.

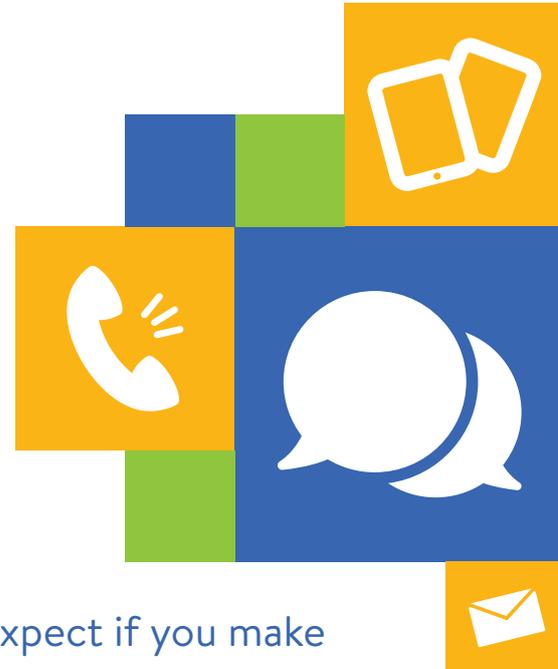
What to expect if you provide positive feedback

Neami National uses all feedback, both positive and negative, as a learning experience that helps us find ways to improve how we work and the services we provide.

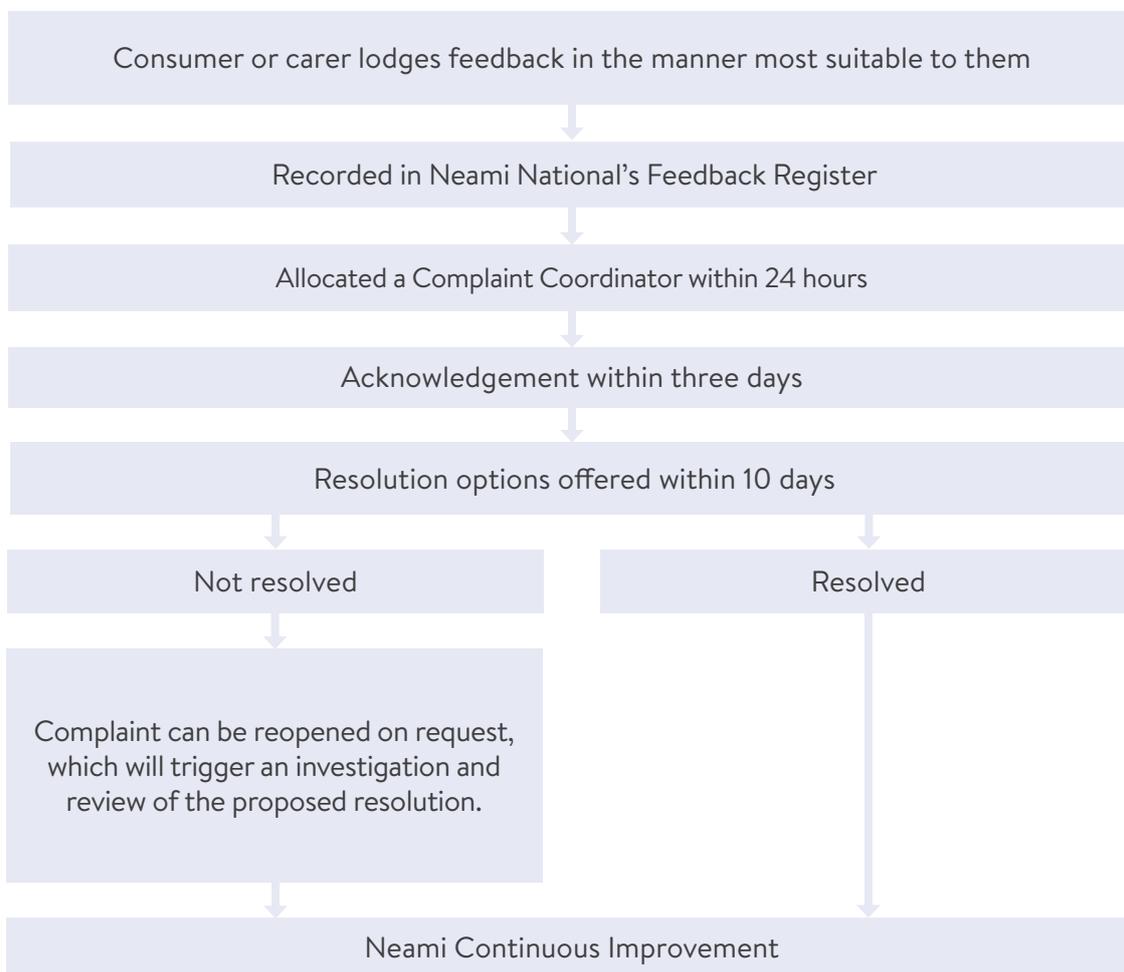
With your consent, positive feedback that concerns a staff member or service will be shared with them.

All feedback is treated respectfully and confidentially. You can remain anonymous if you want to.

Your voice can make a difference.



Consumer and carer feedback process



We welcome the use of advocates or support people at any stage of the feedback process.

Consumers and carers also have the right to make a complaint about Neami to external agencies and regulators.

Go to our website for a list of organisations that might be able to receive your complaint.

www.neaminational.org.au/feedback



Neami acknowledges the Traditional Custodians of the land we work on and pays its respects to Elders past, present and emerging.



Neami celebrates, values and includes people of all backgrounds, genders, sexualities, cultures, bodies and abilities.