

# FEEDBACK

## Here is how you can let us know

### 1. Come and Talk to Us

Come and chat to us about how we can improve our service. If we're not doing well, we would love a chance to do better. You can contact Linda Hurst (Director) directly or discuss with your treating therapist.

### 2. Are we still getting it wrong?

If you wish to take your complaint further you can do so by contacting the NDIS Commission on 1800 035 544 or online at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au) You can also talk to Speech Pathology Australia via their website <https://www.speechpathologyaustralia.org.au/>

### 3. Have we fixed things?

If you asked us to make a change it would help us to know that we have fixed the problem. You can do this by using the method above.

### 4. Complete our survey

From time to time we run surveys to see how our clients are feeling about our service.

### 5. Send us a Feedback Form

You can use our feedback form to give us your feedback. You don't even need to put your name on it. There is a form in the waiting room. You can hand this to us or send via email or mail. You can even leave it on the clip board in the waiting room (which is checked regularly).

**We would also love to hear positive feedback if there is something you feel we are doing exceptionally well or if your therapist is going beyond for your child.**

