



Compliments, complaints and feedback



South Australia &
Northern Territory

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OUR PROMISE TO YOU

The Multiple Sclerosis Society of SA and NT is committed to providing you with high quality services and information.

If you have a complaint, compliment or feedback we want to hear from you. You can make complaints anonymously by post or email to the contact details on the back page of this brochure.

If you are not happy with the services we provide, or how we provide them, please let us know so that we can address your concerns. Your experience can help us to improve our service to you and to others.

Our Client Services Policy, and feedback and complaints handling procedures ensure that your concerns are understood and dealt with fairly and quickly. Your rights are important.

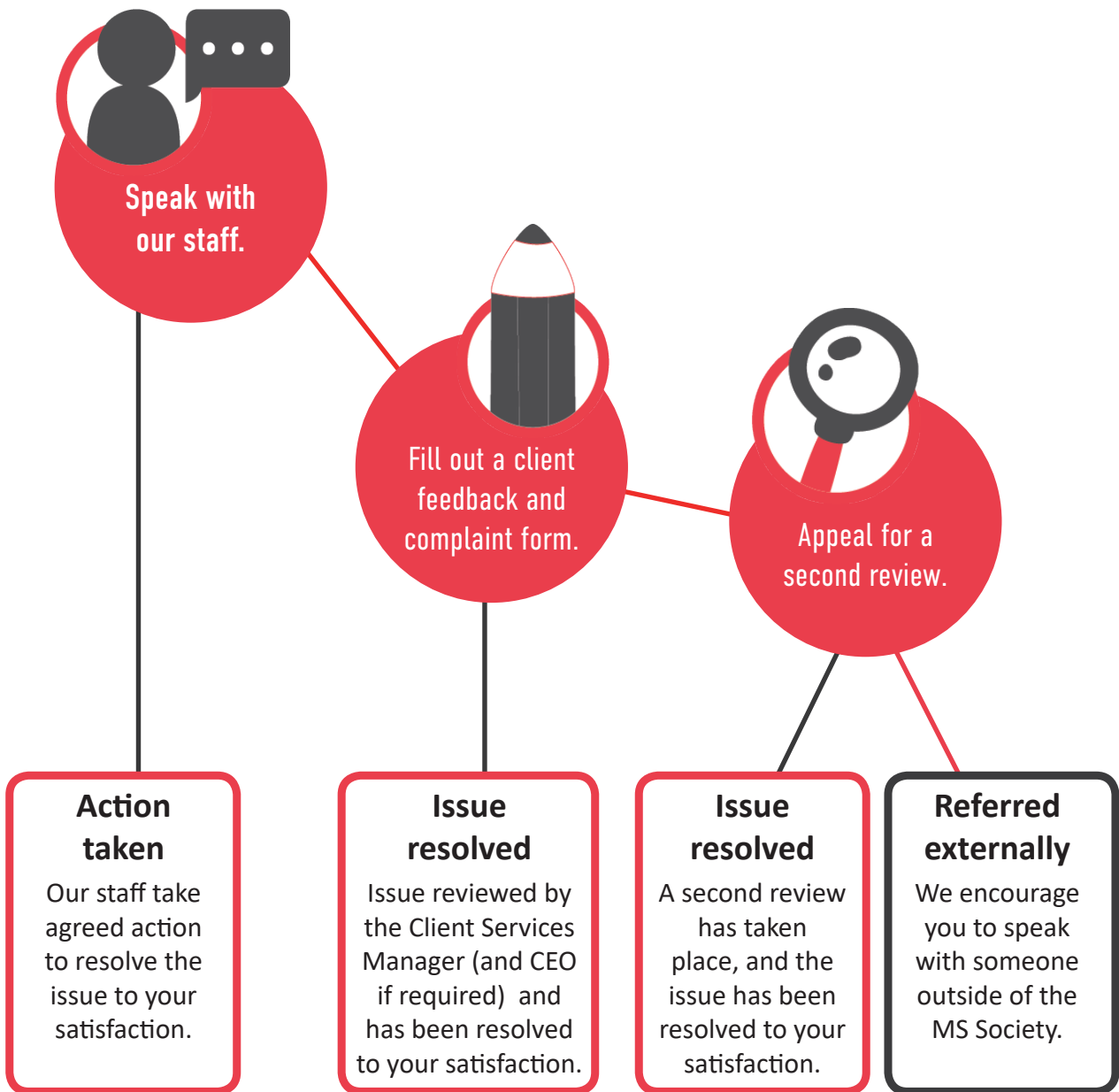
We promise to:

- treat you as an individual with respect and dignity
- respect that all children who access our services have a right to feel and be safe
- keep your personal information private and confidential
- try to resolve any issues either at the time, or as soon as possible after you contact us
- ensure that you are not discriminated against or disadvantaged because you have complained or provided feedback
- support your request to have a family member, friend or advocate with you when talking to us
- keep you informed of the progress of your complaint if it can't be resolved immediately.

**Empowering
people to live
well. Supporting
research.**

**We are a
Child Safe
organisation**

HOW TO MAKE A COMPLAINT OR GIVE FEEDBACK



HELP US, HELP YOU QUICK TIPS

Act quickly

Tell us as soon as possible. The longer you wait, the less clear facts can become and the harder it can be to find a solution.

Make it clear

Set out the order in which things happened, preferably with dates, and descriptions of incidents, phone calls, letters, emails or meetings and let us know what action you would like us to take.

Tackle the problem, not the person

Remember that what you are concerned about may have been an oversight or a mistake that would not normally happen.

CONTACT THE MS SOCIETY OF SA AND NT



Call us
(08) 7002 6500



Write to us
PO Box 377
Salisbury South DC SA 5106



Free call us
1800 812 311



Visit us
341 North East Road
Hillcrest SA 5086



Email us
feedback@ms.asn.au



Visit our website
www.ms.asn.au

OTHER EXTERNAL CONTACTS

If at any time you feel that only an independent external review will help, you can take your complaint to our funding bodies or an external organisation of your choice. Organisations you may like to approach include:

- Department of Human Services 8413 8143
- NDIS Quality and Safeguards Commission (for SA NDIS participants) 1800 035 544
- National Disability Insurance Agency (for NT NDIS participants) 1800 800 110
- Disability Complaints Service (Indigenous advocate available) 8234 5699
- Independent Advocacy SA Inc 8232 6200
- Parent Advocacy Inc 8340 4450
- Disability Advocacy and Complaints Service of S.A. Inc 8297 3500
- The Child Abuse Report Line, SA 13 14 78
- The Child Abuse Hotline, Northern Territory 1800 700 250
- Health and Communities Services Complaints Commissioner 1300 737 639
- State Ombudsman 8226 8699
- Office of the Public Advocate 8269 7575
- Equal Opportunity Commission 8207 1977
- Multicultural Advocacy Liaison Service of SA (MALSSA) 8244 7777