

Complaint Form



SpectrumSpace

Spectrum Space values complaints from people with disability, families, carers, service providers and regulators to ensure people are treated fairly when they use our services.

Complaints are an important source of information and are used to improve our services wherever possible. Spectrum Space will empower individuals and support their rights speak up in their own way in order to foster a culture of respect and value as an equal citizen within our community.

Privacy

We comply with the Health Privacy Principles in the Health Records Act 2001 and the Information Privacy Principles in the Privacy and Data Protection Act 2014 and the secrecy provisions of the Disability Act 2006.

Additional Information

If you want to lodge a formal complaint with the NDIS Quality and Safeguards Commission. Call 1800 035 544 or visit <http://www.ndiscommission.gov.au/>.

If you would like to request a copy of our Complaints Policy and Procedure, please email info@spectrumspace.org.au.

If you need support or assistance to lodge a complaint using this form or with the Commission, please see one of the Spectrum Space managers or staff for help by calling (08) 9431 2111.

What is your complaint?

Name of service:

Location:

Date:

Staff Member Involved (if applicable):

Please provide specific details about your concerns.

You can include information about particular events that led to the complaint. You can also attach additional information to this form.



Please outline the steps we can take to resolve your complaint.

Your Personal Details

In completing this form I understand Spectrum Space may:

- speak to other people related to this complaint AND
- contact me for further information (if I choose to fill in the information below) OR I can choose to submit this anonymously (by not filling in the information below). This will mean I will not be contactable in relation to the progress or outcome of this complaint.

First Name: _____

Last Name: _____

Preferred contact (Phone/Email/text message): _____

Preferred day/time to be contacted: _____

Advocacy Services:

Sussex Street Community Law Service

Tel: 08 6253 9500

Web: www.sscls.asn.au

Western Australia Community Legal Centres

Tel: 08 9221 9322

Email: administrator@communitylaw.net

Web: www.communitylaw.net

For general legal advice:

Legal Aid Western Australia

Tel: 1300 650 579

Web: www.legalaid.wa.gov.au

Citizen Advocacy West Perth

Tel (08) 9445 9991

Web: <http://www.capw.org.au/>

People with Disabilities PWDWA

Tel (08) 9485 8900

Web: <https://www.pwdwa.org/index.html>

