

# Complaints, Compliments & Feedback



## Your opinion matters.

You can provide a complaint, compliment or feedback to Uplyft about:

- A service
- Uplyft staff or volunteers
- How you were treated
- Anything else...



### Who can make a complaint?

Uplyft encourages anyone to tell us what they think about our services. This includes those we have provided services to, their families, friends, the community or people working with other services. Making a complaint or providing feedback is free.



### How to give feedback or make a complaint?

It's easy to make a complaint or give a compliment or feedback: .

- Simply click [here](#) to go to our Complaints Form.

- Scan the QR Code:



- If you prefer to talk to someone, call Uplyft on (08) 9245 2441



### What will happen next?

- We will let you know we received your complaint or feedback and tell you how long it will take to resolve it and who will follow up.
- Complaints will be dealt with in line with our policy and the person investigating your complaint will update you and let you know the outcomes.
- If you are not satisfied with our response, you have the right to appeal any decision or to take your complaint to another organisation. See details [here](#).



## PRIVACY

Uplyft will take care to protect any information you give us and we will keep your personal details safe, in line with our Privacy Policy.



## OUR PROMISE

We will treat you fairly and with respect when you make a complaint.

## CHILDREN & YOUNG PEOPLE

Uplyft prioritises children and young people's rights, safety and wellbeing, including their right to make a complaint via formal or informal means.



## WHO ELSE CAN YOU TALK TO?

Uplyft takes complaints seriously and we want you to feel comfortable telling us if we are doing a good job or not. If you aren't happy with the way we have managed your complaint, or if you want to make a complaint about Uplyft, you can talk to other people about it. The following may help.

Ombudsman (WA)

Phone: (08) 9220 7555 or 1800 117 000

Web: [ombudsman.wa.gov.au](http://ombudsman.wa.gov.au)

Ombudsman (Tas)

Phone: 1800 001170

Web: [ombudsman.tas.gov.au](http://ombudsman.tas.gov.au)

Australian Human Rights Commission

Phone: 1300 656 419 (local call)

TTY: 1800 620 241 (toll free)

Email: [infoservice@humanrights.gov.au](mailto:infoservice@humanrights.gov.au)

Web: [humanrights.gov.au](http://humanrights.gov.au)

NDIA National Complaints Team

1800 800 110 (NDIA)

Web: [ndis.gov.au](http://ndis.gov.au) – Complaint Form

NDIS Quality & Safeguards Commission

Phone: 1800 035 544 (free from landlines)

TTY: 133 677

Department of Communities

Central Intake Team: 1800 273 889 (Child safety concerns)

Complaints Management: (08) 9222 2594

National Office for Child Safety

Helping children and young people to Speak up and make a complaint – [childsafety.gov.au](http://childsafety.gov.au)