How to make a complaint or give feedback

Why give us feedback?

Your feedback tells us if you are happy or not happy with Intelife

We like to get compliments, comments, suggestions and even complaints

Your feedback can help Intelife to improve and do a better job

Who can help you put in feedback?

Anyone can help you to give feedback or make a complaint

What do you do if you are unhappy about something at Intelife?

You can give feedback by

- using the online form on our website https://intelife.org/p/feedback

- filling out a Feedback Form at any of our offices

- asking someone at Intelife to put feedback in for you

- phoning any of our offices or by writing an email to feedback@intelife.org

- writing a letter and sending it to any of our offices

What will happen if you make a complaint?

- You will be thanked for making a complaint or giving us feedback

- You will be treated fairly and helped to feel comfortable. If you need to speak in your own language, we can get an interpreter to help

- We will reply to your complaint within 1 business day and then talk to you every 10 days while we investigate to find out what happened and why

- We will say sorry and explain what went wrong if we made a mistake. Then we will try to make sure things get better

Who you can contact if you are not happy with our response

- A Disability Advocate https://askizzy.org.au/disability-advocacy-finder

- The NDIS Commission on **1800 035 544** or visit www.ndiscommission.gov.au

- The Health & Disability Services Complaints Office (HaDSCO) on **6551 7600** or **1800 813 583** or fill out a form on their website – www.hadsco.wa.gov.au

If you are receiving employment services you can also contact:

- The Complaints Resolution and Referral Service (CRRS) on **1800 880 052**

- The National Disability Abuse and Neglect Hotline on hotline@workfocus.com or by visiting the website at Disability Hotline or Call **1800 880 052** (toll free)