

## What are compliments & complaints?

### Compliments

Compliments are expressions of praise, encouragement or gratitude about services delivered by Windermere.

*Compliments provide:*

- Valuable indicators of the effectiveness of a service
- Useful insights about the aspects of service most meaningful to consumers
- Examples of good practice which can be shared throughout the organisation
- An opportunity to recognise the efforts of staff
- Acknowledgement of excellence.

If you have a compliment relating to your experience at Windermere we would love to hear about it.

### Complaints

Windermere respects your right to make a complaint.

This information is recorded and helps us to improve our services. All complaints are handled with sensitivity and in confidence. You can expect to be treated fairly and for your service to continue uninterrupted.

It is important that you feel the complaint process is safe and accessible. You have a right to involve an advocate, family member or friend. Your complaint can be lodged directly with the worker concerned or the service manager.

#### How do I lodge a compliment or complaint?

*You can lodge your feedback by:*

- Completing this form and posting, emailing or delivering it
- Visiting our website at [www.windermere.org.au](http://www.windermere.org.au)
- Telephoning us (see contact details on back of brochure)
- Emailing us at [feedback@windermere.org.au](mailto:feedback@windermere.org.au)

## Our Service Approach

Achieving the best outcome for you is at the heart of everything we do.

We work closely with you and your family to identify and understand what is most important.

You will have access to the expertise of our entire team – a team who understand your immediate and long term goals and are committed to helping you get there.

We are committed to ensuring your health and wellbeing goals are met.



## About Windermere

Windermere is an independent community service organisation working across south east Victoria to help those who need it most. Since our beginning more than 150 years ago, we have been working to create a stronger, more connected and supported community.

Our support comes in many forms as we work together to find the right solutions for the many and varied complex issues faced by children, families and individuals in our community.

Our aim is to get in early by providing programs and services within these primary areas:

1. Family Wellbeing to create positive behavioural changes, greater understanding and respond to violence and/or neglect.
2. Childhood Development, Education & Support including child care and services for children and adults with developmental delays and disability.
3. Assistance and support for victims of trauma, assault and/or violent crime.
4. Community Strengthening designed to respond quickly to critical and emerging needs.

Whilst we receive funding for some services from state and federal governments, others are funded solely by donors and sponsors to whom we are truly grateful.

We believe that everyone is someone in our community and that is reflected in our approach with those we work with everyday.



Head Office: 48 Webb Street, Narre Warren VIC 3805  
Phone: 1300 946 337 | Fax: (03) 9796 7650  
[windermere.org.au](http://windermere.org.au)



If you require an interpreter, we can arrange for one to be provided.



We value your feedback

## Compliments & Complaints



Complete online at [windermere.org.au/feedback](http://windermere.org.au/feedback)

## What will Windermere do with my compliment or complaint?



## Who else can I contact if I am not happy with the handling of my complaint:

- Consumer Affairs Victoria**  
Ph: 1300 558 181 • Web: [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)  
Email: [consumer@justice.vic.gov.au](mailto:consumer@justice.vic.gov.au)
- Health Services Commissioner – Make A Complaint**  
Ph: 1300 582 113 Toll Free: 1800 136 066  
Email: [hsc@health.vic.gov.au](mailto:hsc@health.vic.gov.au)  
Web: [health.vic.gov.au/hsc/complaint](http://health.vic.gov.au/hsc/complaint)
- Ombudsman Victoria**  
Ph: 1300 666 444  
Email: [ombudvic@ombudsman.vic.gov.au](mailto:ombudvic@ombudsman.vic.gov.au)  
Web: [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)
- Office of the Victorian Information Commissioner**  
Ph: 1300 666 444 • Email: [enquiries@ovic.vic.gov.au](mailto:enquiries@ovic.vic.gov.au)  
Web: [www.ovic.vic.gov.au](http://www.ovic.vic.gov.au)
- Victorian Equal Opportunity & Human Rights Commission**  
Ph: 1300 292 153 • Email: [enquiries@veohrc.vic.gov.au](mailto:enquiries@veohrc.vic.gov.au)  
Web: [humanrightscscommission.vic.gov.au](http://humanrightscscommission.vic.gov.au)
- NDIS Commission**  
Ph: 1800 035 544 TTY: 133 677  
Web: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)
- VALID (Victorian Advocacy League for Individuals with Disability)**  
Ph: 9416 4003 Freecall: 1800 655 570 (Rural Victoria only)  
Email: [office@valid.org.au](mailto:office@valid.org.au) • Web: [www.valid.org.au](http://www.valid.org.au)
- Department of Health and Human Services Complaints, Integrity and Privacy Unit (CIPu)**  
Ph: 1300 884 706  
Email: [complaints.reception@dhs.vic.gov.au](mailto:complaints.reception@dhs.vic.gov.au)  
Web: [www.dhhs.vic.gov.au/making-complaint](http://www.dhhs.vic.gov.au/making-complaint)
- Department of Education and Training (Childcare)**  
Ph: 8765 5600 Email: [sevr@edumail.vic.gov.au](mailto:sevr@edumail.vic.gov.au)  
(South Eastern Victoria Region)
- Homelessness Advocacy Service (Vic)**  
Free Call: 1800 066 256
- Victims of Crime Commissioner**  
Department of Justice Ph: 1800 010 017  
Email: [enquiries@victimsofcrimecommissioner.vic.gov.au](mailto:enquiries@victimsofcrimecommissioner.vic.gov.au)  
Web: [www.victimsofcrimecommissioner.vic.gov.au](http://www.victimsofcrimecommissioner.vic.gov.au)
- Commission for Children and Young People**  
Ph: 1300 782 978  
Email: [contact@ccyp.vic.gov.au](mailto:contact@ccyp.vic.gov.au) • Web: [www.ccyp.vic.gov.au](http://www.ccyp.vic.gov.au)



## Compliments & Complaints form

**Your Name:**

Note: Identifying your name is optional, but necessary if you require a response.

**Today's date:**

**Please tick if this is a:**

Compliment     Complaint

**Do you require a response?**

No     Yes-Phone     Yes-Letter

**If so, please provide relevant contact details:**

Phone:

Address:

Email:

I understand that information contained in this form may be used for informing improvements.

What do you wish to tell us?

**For complaints:**  
 What would you like to be done to put things right?

Privacy statement: Windermere respects your privacy and will not divulge your details to any third parties.