

Feedback and Complaints Policy

Easy Read



When you read the words 'we' or 'our' it means **Carers Tas** and **Care2Serve**.

Our **staff** include our workers, volunteers, management and Directors.



We work hard to support carers and their families.

We want you to tell us if we are doing a good job or not.

This helps us make our services better.



You can tell us how we are doing any time.



You can do this on our website at:
www.carerstas.org/contact-us/feedback/, or
www.care2serve.com.au/feedback-form/



You can also do this by calling us on
03 6144 3700



or emailing us on
feedback@care2serve.com.au



If you tell us we have done something wrong, we will let you know we are working on it within three days.



We will look carefully at what has happened and what we can do to fix the problem or make things better.



We will let you know what we have done to fix the problem or make things better within two weeks.



We follow laws that help keep children and young people safe.



We will report anyone who breaks the law to the police or the government.



If our staff do not respond when you tell us we have done something wrong, they can be told off, or moved to a different job, or they might have to stop their job.



If you don't agree with what we have done or said, you can ask the CEO (the boss) to look into it more.

If you still don't agree with what the CEO has done or said, you can call:



Ombudsman	1800 001 170
Anti-Discrimination Commissioner	1300 305 062
Advocacy Tasmania	1800 005 131
Health Complaints Commissioner	1800 001 170
National Disability Abuse and Neglect Hotline	1800 880 052