



Weeroona

A Community Creating Possibilities

About Compliments, Concerns and Complaints

- Weeroona has a Compliments, Concerns and Complaints Policy and Procedure
- You have a right to have a say without fear of retribution
- You can have a discussion with the Manager or Facilitator
- You can voice your compliment, concern or complaint by
 - Verbal contact with Weeroona staff, in person or by telephone
 - Written correspondence via post, email, website or in person
 - A representative nominated by you
- Your concern or complaint will be listened to and remain confidential
- You have the right to involve a representative of your choice eg a relative, friend, neighbour or advocacy worker
- You have the right to information about who you can take your complaint to if you feel it has not been addressed to your satisfaction within the organisation



Concerns and Complaints are OK!
They help us to improve our service