

COMPLAINTS AND FEEDBACK

The Students with Disability Assessment Service (SwD-AS) is delivered by AKG Health. We are committed to providing a high quality experience for all users of our service. This includes students, parents/carers, and department employees. We aim to follow the principles of best practice in our work.

Feedback about our service

We are open to receiving feedback from all people involved with our service. Feedback can be about our organisation, service, processes, staff, or contracted assessors.

Feedback can be provided by:

- calling us on (03) 9678 5100 and asking to speak to our Program Manager
- emailing us at swd@assessments.com.au
- completing the feedback survey emailed to the school contact if an assessment was completed (there are two feedback surveys, one for parents/carers and one for school staff. Parents/carers can ask the school to send them the link if they have not received it).

We will listen to feedback and hope to reach an outcome that is satisfactory to all people involved. We will use the information to support continued improvement to our service.

What is a complaint?

Feedback can become a complaint when:

- a concern cannot be resolved with an initial phone call or email and more action is needed;
or
- the user of the service is not happy with the response given to their feedback or the outcome offered.

If you are not happy with the way we have dealt with your feedback and would like to make a formal complaint about our service, you can:

- email our National Quality Manager at quality@maxsolutions.com.au
- visit [feedback and complaints](#) on our website
- visit the [complaints page](#) on the department's website if you are a parent/carer.

Thank you for reading this information. We look forward to working with you to resolve any concerns you have.

COMPLAINTS AND FEEDBACK



You have the right to tell people what you think about the services you receive.



Your feedback can be about something good or bad.



You can tell someone if there is a problem.



You can get support to do this – you have the right to get help from family, friends, carers or advocates.



Your concerns should be heard and addressed.



You should not be made to feel bad because you said something is wrong with a service you use.