



# Feedback

## Help Us Improve

MCCI welcomes and encourages feedback, including complaints, to help us improve our services. All feedback is considered and valued, and we ensure it is handled promptly, fairly and in confidence.

### **What happens when MCCI receives feedback?**

All feedback is carefully considered. If you make a complaint we will discuss the matter with you and try to resolve the situation as quickly as possible. Your services will not be adversely affected and you will continue to receive the highest quality of care and be treated with respect.

## How to provide feedback or make a complaint?

MCCI strongly supports the rights of clients, carers and family members to provide feedback or make a complaint regarding the services they receive.

You can provide feedback in the easiest way for you.

- In person to a staff member
- In writing by letter, email or form
- Over the phone
- Through an advocate or representative

Feedback does not need to be provided in English.

Please get in touch if you need any help or support in providing your feedback.

## Where can I find out more?

For a copy of MCCI's Complaints and Feedback Policy, please contact us or visit our website.


## Who else could I contact during the process?

At MCCI we aim to solve all issues or complaints with you directly, but we also respect your rights to make external complaints. Independent advocacy and external complaints services include:

<b>NSW Ombudsman</b>	<b>1800 451 524</b>
<b>Australian Human Rights Commission</b>	<b>1300 656 419</b>
<b>Aged Care Quality and Safety Commission</b>	<b>1800 951 822</b>
<b>Seniors Rights Service</b>	<b>1800 424 079</b>

## Multicultural Communities Council of Illawarra Inc.

 **Offices in the Illawarra & ACT**

 Phone: 02 4229 7566 / 02 6169 3986

 [admin@mcci.org.au](mailto:admin@mcci.org.au)

 [mcci.org.au](http://mcci.org.au)

