



Your feedback is greatly valued to Marli & Moe and is essential to the continual growth and improvement of the organisation.

Regardless of whether your feedback is positive or negative, we encourage you to take a moment to tell us about your experiences with Marli & Moe.

I HAVE A CONCERN



Information regarding the complaints process for clients, and their rights.



marliandmoe.com.au



facebook.com/marliandmoe



[@marliandmoe](https://www.instagram.com/marliandmoe)

REPORTING SUSPECTED FRAUD

To report suspected fraud which may impact the NDIS, email fraudreporting@ndis.gov.au or call 1800 650 717. You may remain anonymous while reporting suspected fraud.

Can I Remain Anonymous?

Yes, you can lodge a complaint or provide feedback anonymously.

Marli & Moe take all complaints seriously and all staff involved in the complaints handling process are required to treat all information with confidentiality and professionalism.

Any information provided will only be provided to staff managing the complaint,

If you wish to remain anonymous, please be mindful that may limit our capacity to help.

What Happens To My Complaint?

Once your complaint has been received, you will be notified and information will be gathered to identify the issue.

Any appropriate action will be documented and you will be informed of the outcome of the investigation.

Who Can I Contact?

Marli & Moe Complaints and Feedback

☎ 1300 731 733

@ feedback@marliandmoe.com.au

✉ 9 Middlemiss Street
Lavender Bay, NSW 2060

NDIA

☎ 1800 800 110

@ www.ndis.gov.au/feedback

NSW Ombudsman

☎ 1300 362 072

@ nswombo@ombo.nsw.gov.au

✉ Level 24, 580 George Street
Sydney, NSW 2000

Health Care Complaints Commission

☎ (02) 9219 7444

@ hccc.nsw.gov.au/Complaints/Complaints

✉ Level 13, 323 Castlereagh Street
Sydney, NSW 2000

We Value Your Feedback

At Marli & Moe, we are continuously aiming to improve our services and procedures to ensure the best possible care for our clients.

If you feel that you have not received the highest standard of care, we encourage you raise your concern with a member of the Marli & Moe team as this may achieve a fast and positive outcome.

Our Promise

We cherish the clients and families that have given their faith and trust to us. Because of this, we promise to deal with every feedback or complaint with sincerity, professionalism and confidentiality.

We promise to deal with all matters within a timely manner, and will keep you informed through each step of the complaints process until resolution has been reached.

Should an interpreter, any meaningful and culturally relevant material be required, it will be supplied by Marli & Moe.

An advocate may be used for all complaints handling.

