



## Melbourne Kids' Developmental Services

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## HAVE WE LET YOU DOWN?

Here is how you can let us know.

### 1. COME AND TALK TO US

#### In person

Speak with your clinician and if that doesn't help, come and chat to us about how we can improve our service. If we are not doing so well, we would love the chance to do better. You can contact us directly using the details on this flyer.

### 2. SEND US A FEEDBACK FORM

#### By mail or email

You can use our feedback form to tell us what is going wrong. You don't even have to put your name on it. Email us for a feedback form.

### 3. COMPLETE OUR SURVEY

#### Your feedback helps us get better

From time to time we run surveys to see how our customers are feeling about our service. We would love to hear from you too!

### 4. HAVE WE FIXED THINGS?

#### Let us know how we are doing.

It can be hard to hear that we aren't doing as well as we would like, and we really want to offer you the best service possible. If you have asked us to make a change it would help us to know that we have fixed the problem. You can do this by using any of the methods listed above.

### 5. ARE WE STILL GETTING IT WRONG?

#### You have other options.

If you wish to take your complaints further, you can do so by contacting the NDIS Commission on 1 800 035 544 or online at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au).

Please let us know if you need some support to do this.