

FEEDBACK & COMPLAINTS

EASY READ VERSION



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



Your feedback can be good or bad.



You can tell someone at Coastlink if there is a problem and it will be taken seriously.



And you can get support to do this. You have a right to seek advice from someone like a support person, lawyer or advocate.



Your problem will be fixed wherever possible.



And you will not be made to feel bad because you said that something is wrong with the service you use.

Coastlink offer different ways for people to have their say;



- Phone our office on 02 4321 1022



- Talk to one of our staff in person



- Send us an email to;
info@coastlink.org.au
- Or send us a letter to;
Level 2 - 7/10 William St, Gosford NSW 2250



- Join our group forums



- Fill in a 'Feedback' form under 'contact us' on our website;
www.coastlink.org.au/site/feedback-form



- Fill in a 'Complaint' form under 'contact us' on our website;
www.coastlink.org.au/site/complaint-form

At Coastlink we try hard to ensure the following;



We listen to the things people tell us.



We provide people with opportunities to tell their story.



We will try to fix your problem as soon as possible.

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Continued...



We will protect your privacy and keep all information confidential.



We will keep you updated on the progress of your complaint.



We are prepared to change the way we work if there is a problem.



We work with your family, carer, support person or advocate if that's right for you.



We always work hard to make sure our services are good.