

# Strive Complaints & Feedback Policy



## Why do we like feedback & Complaints?



We welcome feedback to ensure the services you receive are good.

## What happens when you complain?

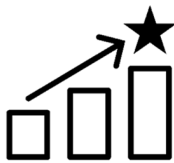


Your services will not be affected if you make a complaint.



You will not be made to feel bad because you gave negative feedback.

## How do we handle complaints?



We review our feedback and complaints to make improvements.



We manage complaints fairly and want to reach good results for you.



We will provide you updates as we resolve your complaint.

## How do I make a complaint?



You can make a complaint by:

- Phoning us: 0483 159 300
- Sending an email: [admin@strivesupport.com.au](mailto:admin@strivesupport.com.au)
- Speaking to someone

You can also make a complaint by

- Completing the Strive Complaint form
- Contacting the NDIS Commission by phone on 1800 035 544 or TTY 133 677



If you need help to make a complaint, we will support you. You can also ask a family member, friend or advocate to help you make a complaint.



WE WORK TOGETHER