



Disability services. Putting you first.

Complaints and Feedback



It is written in an easy to understand way.

We use pictures to explain things.





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This is where



**What does Aruma think of
complaints and feedback?**



Starts



What does Aruma think of complaints and feedback?



Your complaints and feedback help Aruma respect your human rights and be a better organisation.



Everyone has the right to make complaints and give feedback.



Aruma welcomes complaints and feedback from anyone.



This is where



What is a complaint and
feedback?



Starts

Complaints and Feedback



What is a complaint?

A complaint is something you are not happy about.

This can be about anything at Aruma.

Like, a service or a person.



What is feedback?

Feedback is sharing your ideas and feelings about anything at Aruma.

Feedback can be about good or bad things or making something better.





This is where



**How can I make a complaint
or give feedback?**



Starts



How can I make a complaint or give feedback?



You can make a complaint or give feedback any way you like. Aruma will make it easy for you.



What are some ways I can make a complaint or give feedback at Aruma?



1. Tell us you want to make a complaint or give feedback.



2. You can talk to someone who works for Aruma.



3. You can ring Aruma
Phone **(02) 9451 1511.**



4. You can write a letter or send
an email to Aruma
feedback@aruma.com.au



5. You can make a complaint or
give feedback on the Aruma
website

<https://www.aruma.com.au/ab>

[out-us/contact-us/](#) or

The Tipping Foundation website

<https://www.tipping.org.au/cont>

[act/feedback/](#)

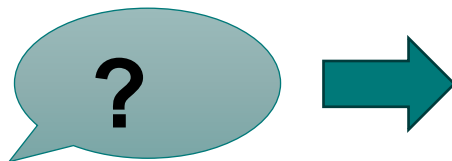


What will happen when I make a complaint or give feedback?



1. We will give you help to make the complaint or give feedback.

People who work at Aruma need to make it easy for you.



2. They will ask you what you want to happen.



3. Your complaint or feedback will be reported to the manager.



4. Your complaint or feedback will be put in the computer system.

Complaints and Feedback



What will the manager do?

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1. Contact you within **1 working day.**



2. Make sure they understand your complaint or feedback.

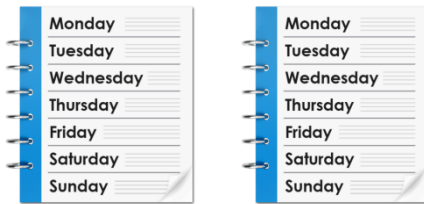


3. Find out all the facts about the complaint or feedback.



4. Stay in contact with you to make sure you know what is happening.

Complaints and Feedback



5. Contact you before **2 weeks**



What happens if I am not happy with what has been done?



You can dispute what has been done.

This means saying you do not agree with what has been done.



A more senior manager will find out all the facts about the complaint or feedback. They will then contact you.



What else will you do to
make sure everything is done
properly?



Aruma has Quality and Risk
Officers.
They make sure everything
has been done right.



They check the computer
system.



They will tell the manager's boss
if things have not been done
right.