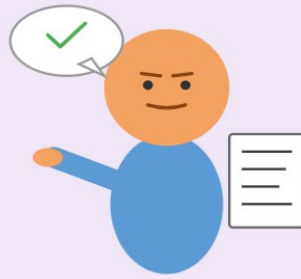


We Want to Hear From You



Your feedback helps us do better!

Feedback can be:

-  Something good - tell us what you liked!
-  An idea - tell us how we can improve
-  A complaint - tell us what went wrong

Your Rights When You Make a Complaint



When you make a complaint, you have the right to:

- Be treated with respect
- Be listened to
- Get information about how we handle complaints
- Know why we made our decision

★ **You will NOT be treated badly for making a complaint**

We want to know if something is wrong so we can fix it!

How to Make a Complaint



You can make a complaint in different ways:

Complaints and Feedback Policy

Email TASSK

support@tassk.com.au

Send an email to tell us your complaint

Use Our Website

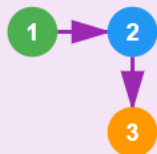
<https://tassk.com.au>

You can make a complaint on our website

You don't have to give your name if you don't want to

Someone else can make a complaint for you if you want

What Happens When You Make a Complaint



1. We get your complaint

The Compliance Services Manager will send you an email to say we got your complaint.
We will tell you when we think it will be fixed.

2. We investigate

We look into what happened. We work out how to fix the problem.

3. We tell you what we found

We let you know what we decided and what we will do to fix it.

We write down all complaints

This helps us learn and do better

Not Happy With Our Answer?



You can talk to other organizations:

Commonwealth Ombudsman - Disability Services

Complaints and Feedback Policy

 Phone: 1300 362 072

 Email: ombudsman@ombudsman.gov.au

 Website: www.ombudsman.gov.au

NDIS Complaints

 Phone: 1800 800 110

 Email: feedback@ndis.gov.au

 Website: www.ndis.gov.au/contact/feedback-and-complaints

These organizations can help you if you are not happy with how TASSK handled your complaint.

Remember



-  Your feedback helps us improve
-  We take all complaints seriously
-  Making a complaint will not affect your services
-  Ask questions if you need help making a complaint