



Feedback and Complaints





Providing Feedback or Making a Complaint

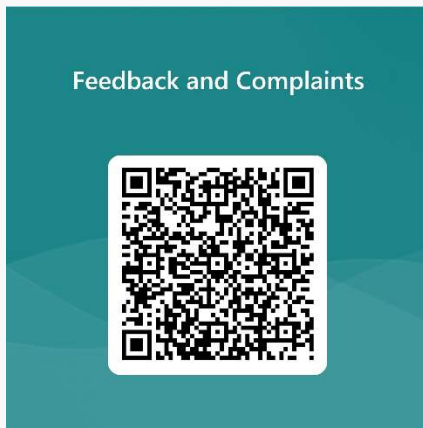




We are always eager to hear from you.

If you want to tell us about something that is or isn't working, you can do so using any of the options below:

- Scan the QR code:



- Contact your Tenant Specialist directly via their dedicated email or phone number.
- Email us at feedback@liverty.org.au
- Phone us at **1300 156 555**



What happens when you make a complaint

1. We will let you know that we have received your complaint. We aim to respond to you within 2 business days.
2. We will make sure we fully understand the issues. We might need to get more information from you and others to do so.
3. We will determine what action is needed to resolve the complaint. This includes asking you what you think will resolve the problem for you.
4. If your complaint involves someone else (for example your Shared Onsite Support Provider), we will pass your complaint onto that provider or work with you both to facilitate a resolution. We will always check whether you are comfortable with us sharing the details of your complaint before we do so.
5. We will tell you what actions have been taken and confirm that you are comfortable with the outcome.





Escalating a Complaint

How do I escalate my complaint?

If you are not satisfied with the response you get from Liverty or your Tenant Specialist, you can escalate your complaint by contacting the General Manager - Tenant Experience on **0484 355 386**.

If you are still not satisfied with how Liverty has handled your complaint, you can contact the NDIS Quality and Safeguards Commission or the NDIA.

NDIS Quality and Safeguards Commission

Ph: 1800 035 544

Email: contactcentre@ndiscommission.gov.au

Direct link:

<https://www.ndiscommission.gov.au/contact-us/makeacomplaint>

NDIA

Ph: 1800 800 110



Thank You

Your feedback is important to us.

www.liverty.org.au

LIFE-CHANGING
Living

