

Feedback and complaints

STEP 1



- Client (or their family or advocate) advises they have positive or negative feedback about At Home Care

STEP 2



- Ask the person how they would like to provide their feedback.
- They can:
 - Call or email their Client Engagement Coordinator
 - Tell you or another team member to pass it on
 - Do it online through the form or electronic survey both available on the website athomecare.au
 - Provide it directly to the:
 - [NDIS Commission](#) (NDIS clients)
 - [Health and Disabilities Services Complaints Office](#) (non NDIS client)

STEP 3



- (If they wish you to) assist the person to provide their feedback through their preferred channel

At Home Care has a process to ensure each piece of feedback or complaint is acknowledged, managed and resolved.