

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 Engagement Coordinator
 - Tell you or another team member to pass it on
 - Do it online through the feedback form available on our website athomecare.au
 - Provide it directly to the: [NDIS Commission](#) (NDIS clients) or [your local state complaints office or funding body](#) (non NDIS clients)

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.

Further information is available in the **Complaints and Feedback Management policy** available in the At Home Care app.