

We welcome your feedback

As a recipient of ParaQuad's or BrightSky's services you have the right to raise your concerns and have them resolved quickly; to your satisfaction and without fear of retribution.

Your complaint will be managed confidentially and in a timely manner.

Feedback provides us with an opportunity to learn and understand how to improve our services.

To Make a Complaint

- A verbal complaint can be made directly to a ParaQuad or BrightSky employee providing them with a step by step account
- If the issue cannot be managed at the time, you may ask to speak with the manager of the service or contact the General Manager - ParaQuad Community Services on (02)8741 5656. All product related complaints may be directed to BrightSky Customer Services on 1300 88 66 01
- A written complaint can be made by completing the form alongside. Tear, fold and post the self addressed envelope
- You can email us directly at paraquad@paraquad.org.au or info@brightsky.com.au
- Contact us on ParaQuad website at www.paraquad.org.au or BrightSky website at www.brightsky.com.au

Advocacy and Support by contacting External Agencies

If you require support and assistance with your complaint or if you are not satisfied with how your complaint has been handled, you may at any time contact an external agency. They can assist you with advocacy, information, support or make the complaint on your behalf.

EXTERNAL AGENCIES

Health Care Complaints Commission

- ✉ Level 13, 323 Castlereagh Street, Sydney NSW 2000
- ☎ (02) 9219 7444
- ☎ 1800 043 159 (Toll Free)
- ☎ (02) 9219 7555 (TTY)
- 📠 (02) 9281 4585
- ✉ hccc@hccc.nsw.gov.au

Complaints Resolution & Referral Service

- ✉ Locked Bag 2705, Strawberry Hills NSW 2012
- ☎ (02) 9370 3174
- ☎ 1800 880 052 (Toll Free)
- ☎ 1800 301 130 (TTY Toll Free)
- 📠 (02) 9318 1372
- ✉ crs@pwd.org.au

NSW Ombudsman

- ✉ Level 24, 580 George Street, Sydney NSW 2000
- ☎ (02) 9286 1000
- ☎ 1800 451 524 (Toll Free)
- ☎ (02) 9264 8050 (TTY)
- 📠 (02) 9283 2911
- ✉ nswombo@ombo.nsw.gov.au

Interpreter Service

- 🗣️ If you prefer a language other than English you can contact us through the Telephone Interpreter Service (TIS) on 131 450

National Relay Service

- 🗣️ If you are deaf or have a hearing or speech impairment you can call us through the National Relay Service (NRS) on 133 677 for TTY/Voice or 1300 555 727 for Speak & Listen (SSR)

Complete form. Detach. Moisten and fold to make envelope.

Talk to us

☐ CONCERN

☐ COMPLAINT

☐ COMPLIMENT

My comment is in regard to:

☐ Personal Care

☐ Residential Care

☐ Clinical Services

☐ Products

☐ Other

☐ Location

Your name

Address

Email

Phone (home)

Phone (work)

Phone (mobile)

The best way to contact me is via:

My preferred language (if other than English) is:

Note: If you are making a complaint, please include information about:

- what happened
- when it happened
- who was involved
- what you would like to happen in response to your complaint. Please attach extra pages if necessary.



Date

I understand and agree that personal information which is provided to ParaQuad in connection with a concern, complaint or compliment will be managed confidentially.

- ☐ I give permission for my comments to be published as testimonials in ongoing ParaQuad publications, marketing, communications and advertising.

Signature

Date

(more space available on reverse side)