

Chorus Customer Complaints, Compliments, and Suggestions

If you have suggestions about how we can do things better, an idea about a new service you would like us to offer, or you want to recognise someone from Chorus who has made your life easier, we want to hear from you. Don't hesitate to tell us if you're unhappy and don't keep good news to yourself. We value the information customers share with us because it helps us develop better customer service experiences for everyone.

Whom to contact

We make it as easy as possible to get in touch with us. We know you may not feel comfortable addressing your complaint with the same person who is providing your care. Here are all the ways you can lodge a complaint or provide suggestions to us:

- **Talk to any staff member at Chorus.** They will ensure your feedback is passed on to the right person.
- **Call us on the phone on 1800 264 268.**
- **Complete an online feedback form at chorus.org.au/for-customers.**
- **Email us at hello@chorus.org.au.**
- **Contact the Chorus CEO directly.** You can phone Chorus and ask for the CEO. You can also write to the CEO at our corporate office using this address:

Confidential
Chief Executive Officer
Chorus
43 Planet Street,
Carlisle WA 6101

What to expect when you report a concern or complaint

We give top priority to any concern or complaint about the quality of services you receive from Chorus. Don't hesitate to contact us immediately so we can resolve your concern as quickly as possible.

- You will be notified within two business days of when we receive your complaint.
- We will assign the appropriate manager to investigate your complaint.
- You will receive the name and contact details of a person you can speak with during the process.
- We will work with you to resolve any concern you have.
- Your complaint will remain confidential and will not be included on your record.
- We welcome your insight. Expressing concerns or making a complaint will not affect the services you receive.

Reference Number	Approval date	Revision due
OPS:INFO:0001	11/05/2020	11/05/2023