

Feedback

We welcome all feedback from customers, their families and their support teams, as it helps us improve our services and create a better customer experience. If you have any suggestions, complaints or compliments about our services, we want to hear from you.

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Leaving feedback

There are several ways to make a suggestion, leave a compliment or make a complaint:

- You can use this [online form](#).
- Direct from the Feedback tile on the customer app – My Community, powered by Chorus.
- You can also download and print a copy of the form here. When you've filled in your printed form, you can post it marked "confidential" to: The Chief Executive's Office, Chorus, PO Box 2114, Carlisle, WA 6101.
- Call us by telephone on 1800 264 268 and speak to a member of staff.
- Email us at hello@chorus.org.au

Raising a concern or making a complaint

If you have a concern or a complaint about the quality of care or the services you receive from us, we encourage you to contact us immediately so we can deal with the matter quickly and professionally.

When you raise a concern or make a complaint, we will:

- contact you within two business days to let you know we have received your concern or complaint;
- have the matters you raised investigated by the relevant Chorus person;
- give you the name and contact details of the best person to speak to at Chorus during the process;
- work closely with you to resolve your concerns;
- not include your complaint on your personal record with us (it will remain confidential);
- ensure that expressing concerns or making a complaint in no way affects the services you receive from us.

Unresolved complaints and dispute resolution

In the unlikely event a matter does not get resolved to your satisfaction, you are welcome to contact an advocate to act on your behalf or progress your complaint to a relevant agency's customer service line.

For more information, check out the [Advocacy](#) section of this webpage. There you'll find all the information you need, including contact details for relevant agencies, the Health and Disability Services Complaints Office and advocacy services.