

# ABOUT US

Facilitatrix provides professional case coordination, counselling and advocacy services to vulnerable adults and people with disabilities.

Our consultants are highly skilled and qualified professionals with many years of experience in providing support to vulnerable adults, the aged and people with disabilities.

We are committed to achieving positive outcomes for our clients by providing a quality service that is flexible, client-focused and driven, and tailored to meet the needs of the individual.

*'We are passionate about empowering people to make positive lifestyle choices to enable them to lead meaningful and fulfilling lives'*



## OUR COMPLAINTS PROCESS

Compliments or complaints can be provided to any staff member in the first instance. The staff member will record the feedback provided and refer the matter to the appropriate person within the organisation.

Where possible we aim to resolve complaints directly between the complainant and the staff member concerned, If this is not possible the matter will be dealt with by one of our partners.

We aim to respond to all complaints within 10 business days.

If the complainant is not satisfied with our response an internal review can be sought or we can assist the complainant to take the matter to an external agency.

Any complaints concerning criminal matters will be referred to the police.



## FEEDBACK ON OUR SERVICES

Facilitatrix welcomes all feedback from clients accessing our services. We understand that other organisations or members of the public may also wish to provide feedback about our services from time to time

We encourage complainants to provide constructive feedback at the earliest possible opportunity to allow us to address any concerns they may have in a timely and collaborative fashion. We encourage complainants to seek the assistance of an independent advocate if they would like support through this process.

Equally we encourage those who have had a positive experience to share this with us so we can use that information to continuously improve our services and share this feedback with the staff concerned.

## HOW TO PROVIDE FEEDBACK

Complaints can be provided in the following ways:

- In person to our staff
- In writing
- By telephone
- Via our website

Complainants are encouraged to lodge their complaint in writing as this will assist with understanding the nature of the complaint .

Our contact details:

Email: [info@facilitatrix.com.au](mailto:info@facilitatrix.com.au)  
Phone: 0450 091 478 or 0433 131 426  
Address: PO Box 5167, East Victoria Park, WA, 6981  
Website: [www.facilitatrix.com.au](http://www.facilitatrix.com.au)

We aim to provide an open and transparent process when dealing with complaints and to respond to any complaints received in a timely fashion.

Where our internal processes do not result in a resolution of a complaint, we encourage the complainant to raise the matter with the appropriate external agency in the hope that this will result in a mutually agreeable resolution of the matter.

In dealing with compliments and complaints we subscribe to the following values:

- Procedural fairness & natural justice
- A staff Code of Conduct
- A service culture free from discrimination & harassment
- Transparent policies & procedures
- Avenues for recourse & further investigation



The logo for Facilitatrix, featuring the word "FACILITATRIX" in a bold, white, sans-serif font. The letters are contained within a large, solid orange circle. The background of the entire page is a dark orange with abstract, curved shapes in lighter shades of orange and black.

## COMPLIMENTS & COMPLAINTS PROCEDURE

