

Complaints & Feedback Policy

At Brightwater, we welcome your feedback. It helps us understand what's working well and what we can do better. Whether you want to give a compliment, make a suggestion, or raise a complaint, we are here to listen and respond respectfully and on time.

What is Feedback?

- Complaints** ➤ You're unhappy with something we did or didn't do.
- Compliments** ➤ You want to recognise good service or a positive experience.
- Suggestions** ➤ You have an idea that might help us improve.

All feedback helps us learn and get better.

Your Rights

You have the right to:

- Give feedback at any time without worrying about negative consequences.
- Have your feedback taken seriously and kept private.
- Be told clearly what we did in response. Have someone support or speak for you (an advocate).
- Take your complaint to an external organisation, such as:
 - Aged Care Quality and Safety Commission
 - NDIS Quality and Safeguards Commission.

How We Manage Feedback

Brightwater will:

- Acknowledge your feedback quickly.
- Listen carefully to understand your experience.
- Treat you with respect and fairness.
- Keep your information private.
- Offer help if you have communication, cognitive or physical difficulties.
- Be honest if something goes wrong (open disclosure).
- Use your feedback to improve our services and prevent issues happening again.

How to Give Feedback

Choose the option that works best for you:

- Speak to any staff member.
- Contact your Service Manager.
- Phone 1300 223 968 to speak to our Customer Experience Team.
- Email: customerexperience@brightwatergroup.com
- Fill in a feedback form – available in the Compliments, Complaints and Suggestions Brochure available at all sites.
- Use the online feedback form on the Brightwater website - [Feedback | Aged Care & Disability Agency | Brightwater](#).

We will regularly remind clients and families that feedback is always welcome.

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Need Help?

You can ask a family member, friend, carer or advocate to support you.

We can help arrange:

- Interpreters
- Accessible communication formats
- Advocacy services.