



Why do we like feedback and complaints?

We welcome feedback to ensure the services you receive are good.

If you would like to provide feedback or make a complaint, you can contact us via the following:

contacting us on (08) 8164 6991

OR email: admin@twci.com.au





What happens when you complain?

We welcome feedback to ensure the services you receive are good.



Your services will not be affected if you make a complaint.



You will not be made to feel bad because you gave negative feedback.



Your personal information will not be shared with anyone without your consent.

Consent means saying yes to sharing information with others.





How do we handle complaints?

We review our feedback and complaints to make improvements.



We manage complaints fairly and want to reach good results for you.



We will provide you updates as we resolve your complaint.



How do I make a complaint?

We regularly ask for feedback through:



phone calls by calling:
(08) 8164 6991



surveys we send out to you



service review meetings,
care or progress meetings



emailing us at:
complaints@twci.com.au





You can also make a complaint by:

- writing to us
- sending an email
- speaking to someone

You can also make a complaint about us to the NDIS Commission by:

- completing the [complaint contact form](#)
- contacting the NDIS Commission by phone on 1800 035 544



If you need help to make a complaint, we will support you.

You can also ask a family member, friend or advocate to help you make a complaint.





Anonymous complaints

If you would like, you can make a complaint without giving us your information. This means that the complaint is anonymous.



If you make an anonymous complaint we will NOT know that it was you that made the complaint.



We take all complaints seriously. Even if your complaint is anonymous, we will work to resolve the issues that led to the complaint.



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OR contacting us on (08) 8164 6991

