



We Value Your Feedback

Your feedback helps us understand where our services can be improved and better tailored to meet your needs.

Jigsaw Blue values your feedback and will respond to your feedback promptly.

How you can provide feedback

In person

- Speak to a Jigsaw Blue employee to record your feedback on your behalf.

Online

- Complete the Feedback Form at jigsawblue.com.au/feedback
- Email servicedelivery@jigsawblue.com.au

By phone

- Call our Complaints Manager on **03 9466 1010**
- Call us via the National Relay Service **1800 555 660**

By Post

- Complete the feedback form on the reverse side or print a feedback form from our website.
- Return your feedback form to:
Jigsaw Blue PO Box 1361,
Doncaster East VIC 3109.

Scan the QR Code



Do you have a **compliment**,
suggestion or **complaint**?



What happens when you make a complaint?

- We will acknowledge your complaint by email.
- We will contact you within five days of receiving your complaint unless asked otherwise.
- Resolve your complaint within 20 business days (more complex matters may require longer time).

What if you are not satisfied with the handling of your complaint?

If you are dissatisfied with our handling of your complaint, there are other services available to assist you.

NDIS Quality and Safeguards Commission

Phone 1800 035 544.

Website ndiscommission.gov.au/about/making-complaint

Disability Services Commissioner (DSC)

Phone 1800 677 342.

Website odsc.vic.gov.au

Victorian Ombudsman

Phone: 03 9613 6222.

Website: ombudsman.vic.gov.au

Victorian Disability Worker Commission

Website: vdwc.vic.gov.au

Email: info@vdwc.vic.gov.au



We Value Your Feedback

Office of the Public Advocate

Phone: 1300 309 337

For Department of Families Fairness and Housing (DFFH) clients ONLY

Phone: 1300 884 706

Email: Feedback@dhhs.vic.gov.au

In writing to Complaints, GPO Box 4057,
Melbourne, Victoria 3000

Feedback Form

Your feedback is about

- Jigsaw Blue Services?
- A Jigsaw Blue location? Location details:

- A Jigsaw Blue staff? Name of person:

Do you want us to contact you?

- No
- Yes.

When can we contact you?

- Morning
- Afternoon
- Anytime

Contact Number

Ph: _____

Do you require any assistance with communication eg. National Relay Service?

- Yes
- No

Tell us your feedback.

Confidentiality Statement

All feedback is stored in line with the Jigsaw Blue Privacy and Confidentiality Policy.