

Complaint Form

Kern Allied Health aims to respond and resolve feedback and complaints transparently and fairly and within an agreed timeframe. Please be assured your therapy services will not be impacted and anything that helps Kern Allied Health learn and improve is welcome.

You can complete this form yourself, or:

- Get help from a family member, carer, guardian, advocate or friend; or
- Request a Kern Allied Health employee act as a scribe to complete this form

Name (Full legal name)	
Address	
Phone Number	
Email Address	

Please complete this section if someone is assisting you with the concern and/or complaint, for example, a family member, carer, guardian, advocate or friend.

Name	
Relationship to you	
Organisation (if applicable)	
Address	
Phone Number	
Email Address	

Tell us what you are dissatisfied about and when it happened. Please provide us with as much information as possible. Please be assured that Kern Allied Health welcomes all types of feedback, that it will not impact on your therapy services And that Kern Allied Health view this is an opportunity to learn and improve our service.

Has there been any verbal discussion with an employee of Kern Allied Health, prior to you completing this form? If yes, please provide details.

What would be the best outcome for you in resolving this matter? That is what would you like to happen?

Is there anything else you would like to tell us?

Signature of person lodging the complaint

Date

How to submit this form:

In Person	At a Kern Allied Health Clinic: <ul style="list-style-type: none"> • 1/273 Pinjarra Road, Mandurah; or • 4/6 Risely Street, Applecross
Phone	1300 122 155 during working hours
Mail	Confidential- Kern Allied Health General Manager 1/273 Pinjarra Rd MANDURAH WA 6210
Online	https://kernhealth.com.au/contact-us/
Email	maeve@kernhealth.com.au Maeve Egan is the General Manager at Kern Allied Health

What will happen next?

A member of Kern Leadership team will contact you to acknowledge your concern within two working days and outline how your complaint will be addressed within the next 10 working days

OR

if you prefer you can contact:

- Advocacy Organisation:
 - **PWdWA** – Phone 94207279 or 1800 193 331
 - **HaDSCO** – Phone 65517600 or 1800 813 583
- **National Disability Insurance Scheme Commission** (Complaints Management and Resolution):
 - Phone: 1800 035 544 (free call from landlines) or TTY 133 677
 - Use the [National Relay Service](#) and ask for 1800 035 544
 - Completing a [complaint contact form](#)
- **Department of Communities, Disability Services:**
 - Phone the Consumer Liaison Team on (08) 6167 8333
 - Email clo@dsc.wa.gov.au
 - Complete an [electronic form](#)