

IT'S OK TO COMPLAIN!

If something is wrong, tell us.

If you have a complaint, we promise to listen to you and will do our best to fix things.

How to make a complaint

Talk to one of us

Email our Manager (Bec):

rebecca.s@kenhouse.org.au

Email the KNH Chairperson:

saweir@hotmail.com



BEC



KERRIE



FREYJA



ESTHER

What will happen next?

- Our Manager (Bec) will talk to you to find out more details. If you don't want to talk to Bec, you can talk to another staff member or our Chairperson.
- You can have support person (like your mum or dad, or a friend) to help you.
- We will write down your complaint on a KNH Complaint Form.
- Together, we will work out the best way to fix the problem and we will make sure that you are happy with the solution.