

RUAH

COMMUNITY SERVICES

Open Hearts. Bold Strides.

Complaints and Compliments

Ruah aims to provide a quality service and values your feedback to assist in improving the way we work.



📞 13 RUAH (13 7824)
www.ruah.org.au

How to lodge a complaint or make a suggestion.

 **13 RUAH (13 7824)**

 **feedback@ruah.org.au**

GPO Box 2828 West Perth 6872

Did we do something wrong?

Please tell us if you think we did something wrong. We are always keen to learn from our mistakes and improve how we deliver our services.

Did we do something well?

We love to hear feedback when we do something well. This feedback is used to improve our services and acknowledge high performing staff.

Are you unhappy with how we responded?

We might not always get it right. If you're unhappy with our response to your complaint or compliment you can appeal our decision. This process will be explained to you when we respond to your complaint / compliment.

**For more information call 13 RUAH (13 7824)
or email connecting@ruah.org.au**

Assistance Lodging a Complaint

The below list of agencies will be able to provide you with assistance & support when lodging feedback/a complaint:

People with Disabilities (WA):

37 Hampden Road Nedlands Phone 9386 6477

Citizens Advice Bureau:

320 Rokeby Road Subiaco Phone 9388 7455

Ethnic Disability Advocacy Centre:

320 Rokeby Road Subiaco Phone 9388 7455

www.edac.org.au

Carers WA 182 Lord Street Perth:

Phone 1300 227 377 www.carersaustralia.com.au

Health and Disability Services Complaints Office (HaDSCO)

Unit 6 Wellington Fair, 40 Lord Street, East Perth WA 6004

Phone (08) 9221 3422 / 1800 620 780