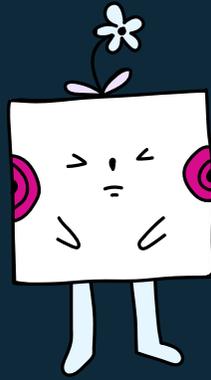


## OUR COMMITMENTS

When you give feedback and complaints with us, we will:



- ★ Treat you with dignity and respect.
- ★ Strive to resolve your concern within an acceptable and appropriate time frame in consultation with you.
- ★ Keep you informed of any developments.
- ★ Maintain accurate records and keep all information secure and confidential.
- ★ Provide help to access support services, such as translation or advocacy, if needed.
- ★ Report any legal and potential legal breaches to the appropriate authorities.

## HOW LONG MAY IT TAKE?



Some issues can be resolved immediately, while others may require a more detailed investigation. Regardless of the complexity, we will keep you updated throughout the process and work towards a prompt resolution.

## CONTACT US!

Please reach out to us via any of our contact methods below. We would love to hear from you!

 (08) 8168 8776

 [information@catalystfoundation.com.au](mailto:information@catalystfoundation.com.au)

 1/47 Tynte Street  
North Adelaide SA 5006

PO Box 220 North Adelaide  
SA 5006



Our team at the Disability, Ageing, and Lifestyle Expo, Wayville Showgrounds.



Catalyst  
Foundation

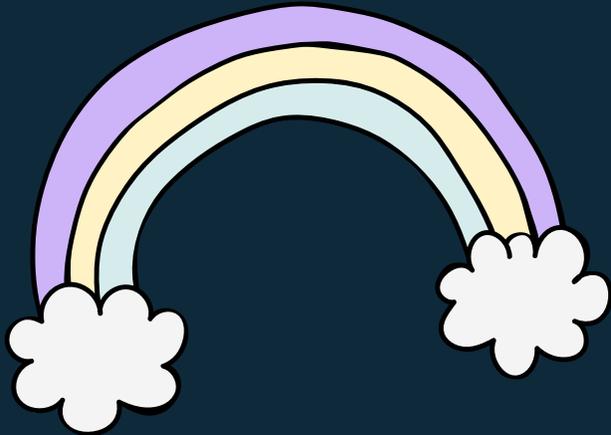
# HAVE YOUR SAY

*People Helping People*

Feedback,  
Suggestions,  
and Complaints

At Catalyst Foundation, we are committed to providing high-quality information, resources, and services. Your feedback is vital to help us improve and grow.

Whether you want to give a suggestion, compliment our work, or raise a concern, we are here to listen. Every piece of feedback - positive or negative is an opportunity for us to better meet your needs.



## WHAT CAN I PROVIDE FEEDBACK ON, AND MAKE A COMPLAINT ABOUT?

You have the right to contact us about:

- ✓ Any incident, dissatisfaction, or concern during the delivery of our services or resources.
- ✓ Suggestions to improve our offerings or acknowledge excellent service.

# YOUR RIGHTS

**Fair Treatment:** Your feedback is respected, and your access to information and support will continue.

**Involvement:** You will be included in decisions related to resolving your complaint.

**Privacy:** Your personal information will be kept confidential.

**Anonymity:** You may choose to remain anonymous when submitting feedback or complaints.

## OUR PROCESS

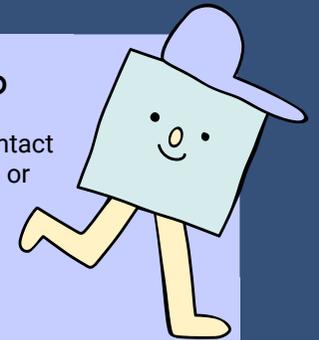


### STEP 1: ACKNOWLEDGEMENT

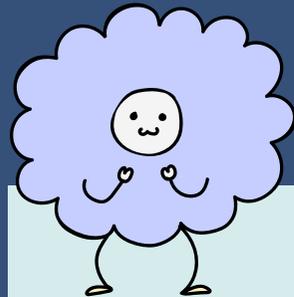
We will confirm receipt and outline the expected timeframe for resolution.

### STEP 2: FOLLOW-UP

If needed, we may contact you for further details or clarification.



## WE HAVE 6 STEPS THAT ENSURE A MEANINGFUL OUTCOME

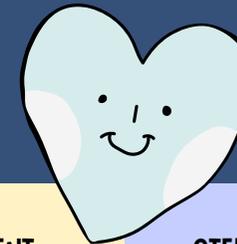


### STEP 6: IMPLEMENTATION

We will amend, and improve our services, systems and procedures to ensure that we meet your needs.

### STEP 5: IMPROVEMENT

We will use your feedback to identify gaps or issues in our services, systems and procedures.



### STEP 4: RESOLUTION

You will be informed of the outcome and given the opportunity to request a review of the decision.

### STEP 3: INVESTIGATION

We will thoroughly review the circumstances surrounding your feedback or complaint.