



How to provide feedback or a complaint to Scope

Scope is committed to providing high quality services to our clients. All feedback is valued as this provides us with an opportunity to review and improve our services and systems.

We are committed to acknowledging complaints received within 1 business day and strive to reach a resolution that keeps you involved every step of the way. At Scope we aim to manage complaints in a fair, efficient and timely manner.

We encourage you to raise suggestions, give feedback or complain to us, so we can work on making improvements together.

Contact us

In-person or verbally

- Speak to any Scope staff member
- Call our Customer Enquiry Service on 1300 472 673

Written

- You may wish to complete our online feedback form at <https://www.scopeaust.org.au/about-us/feedback-and-complaints>
- Ask staff to provide you with a Complaints and Feedback form, fill it in and return it to us. You can:
 1. Send via email to contact@scopeaust.org.au and we will get back to you within 1 business day.
 2. Post to:
Scope
Att: Customer Enquiry Service
PO Box 5094
Glenferrie South VIC 3122

External agencies that can help

If you would like an external organisation to assist with your complaint you can contact them directly.

NDIS Quality and Safeguards Commission

Call: 1800 035 544 or TTY 133 677

Translating and Interpreting Service

Call: 131 450

www.ndiscommission.gov.au/about/complaints-ndis-commission

Office of the Public Advocate

Telephone: 1300 309 337

TTY service for people with hearing or speech difficulties:

Telephone: 1300 305 612

www.publicadvocate.vic.gov.au/

Victorian Disability Worker Commission

Call 1800 497 132

Translating and interpreting service: 131 450

www.vdwc.vic.gov.au/about/contact-us

Commission for Children and Young People

Call: 1300 782 978 (free call)

Email: contact@ccyp.vic.gov.au

TAC

Office of Ombudsman - Call: 1800 806 314.

Disability Employment Services

Complaints Resolution and Referral Service (CRRS)

Telephone: 1800 880 052