

# How to provide feedback or a complaint to Scope

Scope is committed to providing high quality services to our customers. 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 the staff in the house.
- Call our Customer Enquiry Service on 1300 472 673 and ask to speak to a Service Delivery Manager.

### Written

- You may wish to complete our online feedback form at [www.scopeaust.org.au/feedback/](http://www.scopeaust.org.au/feedback/)
- Or, 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](mailto:contact@scopeaust.org.au) and we will get back to you within 1 business day.
  2. Post to:  
*Scope (Aust)*  
*Att: Customer Enquiry Service*  
*Level 2, 109 Burwood Road,*  
*Hawthorn 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**

Telephone: 1800 035 544 (free call from landlines)

TTY: Telephone: 133 677

Translating and Interpreting Service: 131 450

Website: [www.ndiscommission.gov.au/about/complaints-ndis-commission](http://www.ndiscommission.gov.au/about/complaints-ndis-commission)

#### **Disability Advocacy Network Australia**

Email: [info@dana.org.au](mailto:info@dana.org.au)

Website: [www.dana.org.au/find-an-advocate](http://www.dana.org.au/find-an-advocate)

#### **Disability Employment Services clients can call the complaints resolution and referral service line.**

Telephone: 1800 880 052

A small pink circle.  
A large blue circle containing the text "Your feedback is valued".

**Your  
feedback is  
valued**