



Capable Kids South Coast
12 Churchill Avenue
WARRAWONG, NSW 2502
Ph: 02 42049399
Email: southcoast@capablekids.com.au
www.capablekids.com.au
ABN 70 614 264 827

Our Feedback, Compliments & Complaints Procedure

- CKSC encourage clients to provide positive and negative feedback on our services
- In the first instance, please speak with your therapist. Your child's successful progress through our therapy is our prime objective, so your regular feedback is important.
- We love to hear compliments but if your feedback includes negative factors or a complaint about our services, we similarly encourage you to let us know in the first instance.
- If you don't wish to speak with your therapist regarding negative feedback or complaint, you should call or write (email preferred) to
 - Angela Cork
 - southcoast@capablekids.com.au
 - 02 4204 9399
- Angela will personally address your concerns
- If you are not satisfied with the result you should contact the NDIS Quality and Safeguards Commission and refer to the Fact Sheet – How to make a complaint
 - <https://www.ndiscommission.gov.au/document/806>

