

# Help us improve

We've been providing services for many years and understand the power of community. We can't do what we do without your support and input so please help us continue to improve our services.

## We appreciate your:

- **Suggestions** - to help us improve our services
- **Compliments** - to help us appreciate the importance of what we do well and support staff morale
- **Complaints** - to help us identify any problems, to understand what is important to all our residents and families, and to find a solution.

## Guidelines to submitting a suggestion, compliment or complaint

### Who is the feedback process for?

The feedback process is available for all customers and family members.

### How can I make a suggestion, compliment or complaint?

You may write a letter, discuss the matter over the phone, or arrange a meeting with a staff member in your service area or community. You can send your letter to PO Box 76, WEMBLEY WA 6913 OR email [sda@pulsepropertysolutions.com.au](mailto:sda@pulsepropertysolutions.com.au). Your feedback is important to us, your comments will be noted and acted upon in a timely manner.

If you would like to discuss your matter over the phone or arrange a meeting with a staff member, please call Pulse Property Solutions on 9387 2928.

You can also make a complaint using our complaint process. A copy of this is available on our website [www.pulsepropertysolutions.com.au](http://www.pulsepropertysolutions.com.au).

### What happens after I submit my feedback?

If it is a compliment, it will be circulated for attention to staff.

If it is a complaint, we will arrange a suitable time to discuss the matter with you so that we can reach an agreed plan of action. More details on the process are included in our complaints (procedure / policy).

### What other ways can I provide feedback if I'm not happy with the response I receive?

For NDIS customers if you are still not happy with the response you may contact an external agency such as the National Disability Insurance Scheme ([feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)).