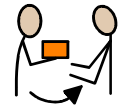
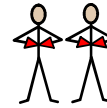
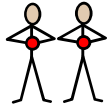
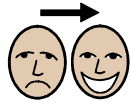
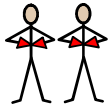


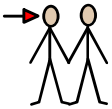
**COMPLIMENTS, COMPLAINTS AND FEEDBACK**



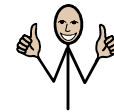
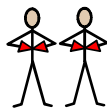
Lift Up Voices always welcomes feedback including complaints.



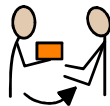
This helps us to improve our services and how we deliver



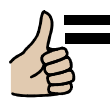
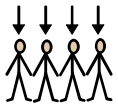
them.



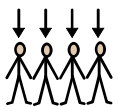
It is important to us that participants feel safe, encouraged and






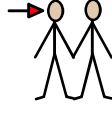



supported to give feedback and make complaints.





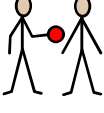








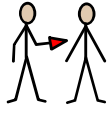
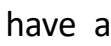

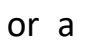


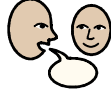
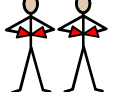

Everyone has the right to be treated fairly.




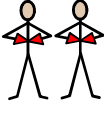
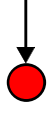



Everyone has the right to use an interpreter, advocates or a support



 person  to  help  them  to  give  feedback.

 We  will try to  reply  to  your  complaint  as  quick  as  we  can.

 If you  have a  compliment  or a  complaint,  you can  tell  us  in

 person  or  email  us  at  team@liftupvoices.com.au.

 We  will always  handle  complaints  with:

-   Courtesy and encouragement

-  Care

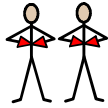
-  Speed



And make



sure



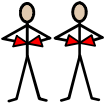
we



communicate

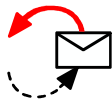


clearly.



We

will



reply

to a



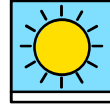
complaint

within

2



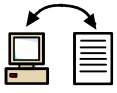
business



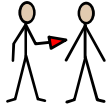
days

+

and

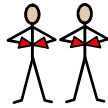


update



you

as

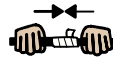


we

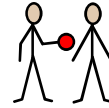


work

to



fix



your



problem.