

## Your Feedback



If you are not happy about your services or supports, let us know!



We take all feedback and complaints seriously and do our best to resolve them.



We will work hard to make sure any issues don't happen again.

**3**

We will acknowledge your complaint within **3** business days.



We will give you an official response within 21 days – or sooner if possible.



We respect your right to privacy and will keep your complaint confidential if you want.



You can make an anonymous complaint if you prefer.



You have the right to an advocate or support person if you need one.

**Contact us with your compliment, feedback or complaint.**



[info@mdnsw.org.au](mailto:info@mdnsw.org.au)



02 9888 5711



80 Betty Cuthbert Drive  
Lidcombe NSW 2141



[www.mdnsw.org.au](http://www.mdnsw.org.au)