

## Spectrum Centre feedback information – Easy read



### We want to provide good services that:

- meet your needs
- give people with disability choice and control



### We make sure we:

- give good quality services and supports
- keep people with disability safe



### We protect your personal information:

- we keep your information private



### You can give feedback about your services when:

- you like our services
- something has gone wrong
- something is not working well
- something makes you unhappy
- you have been treated badly



### What do we do about complaints?

- listen to complaints fairly
- help people fix their concerns
- make improvements to our service
- provide updates as we try to address your complaint



### How do you make a complaint to us?

- Call us on 0499 930 811
- Email us [feedback@spectrumcentre.com.au](mailto:feedback@spectrumcentre.com.au)
- Send us a letter:  
Allied Health Precinct  
Spectrum Centre  
Level 3 / 30 Dundobar Rd  
Wanneroo 6065
- Tell us in person during an appointment