

Feedback is when you **tell us what you think** about Studio ARTES.

You can say you are **happy** with Studio ARTES. This is called **good feedback**. For example

- staff are friendly.
- you get good help.

You can say you are **not happy** with Studio ARTES. **This is a complaint**. For example

- staff are rude to you.
- staff give you wrong information.
- you do not get the service you need from Studio ARTES

Complain or complaint means to say you are **not happy**.

How do I give Studio ARTES feedback.

You can give **good or bad feedback** to us by:

- **Talking** to any staff member
- Sending us an **email, a letter** or fill in our **feedback form**
- **Calling** us at the office on **9482 5266**

If you need help to give us feedback you can ask someone to help you:

- a family member
- a carer
- staff who work with you
- a guardian
- an **advocate**
- anyone in the community
- a staff member at Studio ARTES

An **advocate** is someone who provides support when you need it. A list of **Advocate Services** is available at **Reception** or on our **website**.

What happens when you complain?

We want to fix the problem quickly.

We will listen to your complaint.

We will

- talk about the problem
- try and fix the problem

We may ask you more questions about your complaint.

We will keep what you tell us **private**. This means we will not tell other people without asking you.

You can give Studio ARTES good or bad feedback by:

In person	with a staff member that you choose
By email	Feedback.sa@studioartes.org.au
By Telephone	9482 5266
By Feedback Form	The form is available at Reception and on our website www.studioartes.org.au

Studio ARTES will take your feedback seriously.

If you are not happy with the outcome of your complaint you can speak to the **NSW Ombudsman** or the **Complaints Resolution Referral Service**.

The NSW Ombudsman

- is a government person.
- does not work for Studio ARTES
- will make sure Studio ARTES is fair to you.

How to contact the NSW Ombudsman.

Call	02 9286 1000
Email	nswombo@ombo.nsw.gov.au
Website	www.ombo.nsw.gov.au
Fax	02 9283 2911
TTY telephone	02 9264 8050
Telephone Interpreter Service (TIS)	131 450

Complaints Resolution and Referral Service (CRRS)

The CRRS is an organisation to assist complainant's if they have an unresolved issue concerning a Disability Employment Service, Advocacy Service or Australian Disability Enterprise.

Telephone:	1800 880 052
TIS:	13 14 50
Fax:	02 8412 7199
Email:	crrs@workfocus.com