

How to...

make a complaint & provide feedback

Wild Rumpus Community Services encourage feedback and complaints to assist us in developing our service to provide the best positive outcomes for children, young people, and families we support. We do this by having a clear complaints/feedback process making the process easier for you.

Phone: (03) 5255 2467

E-mail: intake@wildrumpus.org.au

Online: www.wildrumpus.org.au/feedback

In person: speak to your support worker

We aim to provide resolution to complaints within fifteen (15) days. If you are not satisfied with the outcome or our complaints process you can take the complaint further by lodging it with the Disability Services Commissioner.

We are happy to help source an alternative service provider to better meet your needs if you wish to change your services from Wild Rumpus.

www.wildrumpus.org.au