

Compliment and Complaint Support Statement

We support your right to share compliments or make a complaint.

Kalinga Australia is committed to provide high quality services to those in need, but sometimes we get it wrong. You can let us know where we have made a mistake by making a complaint.

We take all complaints very seriously and welcome them as an opportunity to improve the services we provide. We understand the importance of resolving matters promptly within our service.

We aim to provide a welcoming environment for you to raise a concern or a complaint.

We also welcome any compliments, tell us what we are doing well. We appreciate hearing from you.

We value open and timely communication, as it benefits our ongoing relationship with you. We will work with you to address concerns and resolve issues.

We are committed to uphold your rights, including the right to:

- Be free from any reprisal following a complaint, such as any change to, or cancellation of, services.
- Be supported to report your complaint to an Advocate or Representative of your choice if you are not satisfied with the way we respond to a complaint.
- Be involved in decisions related to resolving a complaint.
- Have your privacy and confidentiality protected.
- Remain anonymous if you choose.

Please use the Compliments and Complaints Form available on our website. Alternatively contact admin@kalingaustralia.com.au

Edwin Camporedondo, Managing Director
Kalinga Australia Pty Ltd
Postal Address: **PO Box 142 DICKSON ACT 2602**
Email: admin@kalingaustralia.com.au
Phone: **02 6156 4276**