



Advanced Continence
Care Products

Aleva Feedback and Complaints

Why we welcome feedback about our products and the service we provide.

- Both positive and negative feedback help us to continually improve our products and the service we provide.
- We want you to be totally satisfied with our products and service.

What happens when you make a complaint?

- We respect your right to complain
- You don't have to worry about contacting us
- Your service will not be affected if you make a complaint
- Your information will remain private

How will Aleva handle your complaint?

- We will take your complaint seriously and attend to it quickly
- We first make sure that we have understood it clearly
- Then we will investigate and provide you with a quick response
- If we find that our products have not performed properly, we will replace them or credit your account.
- If we find that our service has not been satisfactory we will take steps to improve it.

Who can make a complaint?

- Anyone can make a complaint. This includes NDIS participants, other people with disability, friends, families, carers, independent advocates and workers that may support you to make a complaint.

How do you complain to Aleva?

- You can call us on the phone 1300 253 821
- You can email us at info@aleva.com.au
- You can leave us a message on our website www.aleva.com.au under 'Contact Us'



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- You can write to us at Aleva, P O Box 410 Berry New South Wales 2535

What can you do if you are not happy with how we deal with your complaint?

- If you are not happy with how Aleva has handled your complaint you can complain to the NDIS Quality and Safeguards Commission.
- This is an independent government body that works to improve the quality and safety of NDIS funded services and supports.
- If you are concerned about how you will be treated, you can make a confidential complaint.
- This service is free and completely independent of the NDIS
- They promise to listen respectfully to your situation in full and discuss steps going forward
- You can contact the NDIS Quality and Safeguards Commission as follows:
 - Call 1800 035 544 (free call from landlines)
 - National Relay Service www.relayservice.gov.au then ask for 1800 035 544
 - Translating and interpreting Service 131 450
 - Complete a Complaint contact form – www.nidscommission.gov.au