

Make a complaint, give a compliment or provide feedback



VIVA Mutual Feedback Charter



VIVA Mutual will always listen and try to resolve any issues



VIVA Mutual will never hold provided feedback against you



VIVA Mutual will be continuously improving and taking feedback on board

A culture of feedback and customer service – connecting to the VIVA difference means we embrace feedback and will take action quickly to resolve issues.

VIVA Mutual wants to hear from you

As a registered NDIS provider we work within the Code of Conduct and Practice Standards. If you have concerns or feedback you can contact the NDIS Quality and Safeguards Commission website www.ndiscommission.gov.au or ring 1800 800 110



How can you make a complaint, give a compliment or provide other feedback?

01.

Speak to a VIVA worker

Let a VIVA Mutual worker know that you have feedback

02.

Contact Support Centre

Contact our Support Centre on: (08) 8877 8000 or admin@vivamutual.org

03.

Contact General Manager

Contact the VIVA Mutual General Manager on: 0451 830 002 or rona.dean@vivamutual.org

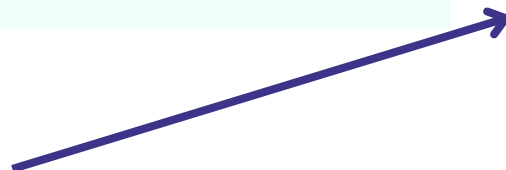
04.

Message on Facebook

Send us a private message on Facebook - [@vivamutualfoundation](https://www.facebook.com/vivamutualfoundation)

05.

Fill in our online form



Write down your feedback below and send to us at: admin@vivamutual.org

Name of person giving feedback:

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What is your feedback?

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Please provide details to help us understand your feedback. You can include what happened, where it happened and who was involved.

Thank you.

