




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.

As a registered NDIS provider we work within the Code of Conduct and Practice Standards.

VIVA Mutual wants to hear from you



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 NDIS Lead

Contact the VIVA Mutual NDIS Lead on: (08) 8877 8000 or feedback@vivamutal.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.

If you have concerns or feedback you can contact the NDIS Quality and Safeguards Commission

Website: www.ndiscommission.gov.au
Phone: 1800 800 110

