

# 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**

**Make a Complaint,  
Give a Compliment or  
Provide Feedback**



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

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 the NDIS Lead**

Contact the VIVA NDIS Lead on: 0426 265 007 or  
david.hill@vivamutual.org

04.

**Fill in our online form**

Fill in the online form available on our website:  
www.vivamutual.org

05.

**Message on Facebook**

Send us a private message on Facebook -  
@vivamutualfoundation

06.

Write down your feedback below and give it to your regional peer mentor or primary worker

**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.

