



BLUE MOON

INDEPENDENT SUPPORT

Compliments, Complaints & Feedback

CLIENT INFORMATION

Your voice matters. Tell Blue Moon what is working, what could be better, or when something does not feel right.

Feedback Is Welcome

Blue Moon Independent Support welcomes compliments, suggestions, concerns and complaints. Feedback helps improve support and gives you a way to speak up about your experience.

You Can Speak Up Safely

Making a genuine complaint will not be used against you or affect your right to respectful support. You can involve an advocate, family member, authorised representative or support person if you would like help raising a concern.

How to Give Feedback

- Speak directly with Blue Moon during or after support.
- Contact Blue Moon by phone, text or email.
- Ask an authorised representative or advocate to contact Blue Moon on your behalf.

What Happens Next

Blue Moon will listen respectfully, clarify the concern where needed, consider what outcome you are seeking and take reasonable steps to address the issue. Significant complaints and actions may be documented so they can be followed up properly.

External Complaints

You are not required to resolve a concern with Blue Moon before seeking independent advice or contacting an appropriate external complaints or advocacy service. If your support is connected with the NDIS, you may also contact the NDIS Quality and Safeguards Commission.

Compliments Count Too

Positive feedback is always welcome. It helps Blue Moon understand what makes support feel useful, respectful and genuinely personal.