

At Cam Can, we believe compliments and complaints are important as we use them to constantly get better.



A compliment is when you want to tell someone you are happy with a service or situation.



A complaint is when you want to tell someone you are unhappy with a service or situation.



We promise to always treat you with respect if you have a complaint to make.



Anyone can make a compliment or a complaint including you, your family, support workers, advocates, or anyone who has a concern.



Cam Can tries to make it easy for you to make a compliment or a complaint and we try and get back to you quickly.



You can either talk to us, or write to us. If you need help to make a complaint or a compliment, let us know.



You can tell us about any compliment or complaints in different ways.

You can call us:  
(08)9316 1624



You can email us:  
[info@camcan.org.au](mailto:info@camcan.org.au)



You can write to us:  
Unit 4&5,  
3 Barker Avenue, Como,  
Western Australia, 6152



Compliments about our staff are given straight to the person and their manager.

Complaints are given to someone to review who was not involved.

When we receive your complaint, we will let you know we have received it within two business days if you wrote to us.

We will look into your complaint to understand what happened, and we will decide what needs to be done to improve.

**2** DAYS



We will explain what we have done, but we may not always be able to tell you what happened to the person you complained about.

If you are not happy with our review and how we handled your complaint, you can ask for a second opinion, which we will help to organise.

