



Complaints, Feedback and Compliments

Fact Sheet

MS is committed to providing high quality services to people with MS and other progressive neurological conditions and to their families and carers.

MS has a commitment to seek and use all types of feedback to improve the services we deliver. MS believes that complaints, general feedback and compliments can be used to improve what we do for the benefit of all our customers.

There are 7 core principles of feedback management at MS

1. Provision of feedback to MS is encouraged
2. Respect, privacy and confidentiality is maintained
3. A timely response is provided (within 2 business days)
4. Complaints are adequately resolved, serious or unresolved complaints are escalated
5. Documentation of complaints and their resolution is maintained
6. Trends in feedback are monitored and reviewed
7. Staff skills and knowledge in management of feedback is maintained

Complaints, general feedback and compliments can be lodged in any format that meets your needs, such as in person, via a phone-call, via the MS website, via email or in writing. These can be directed to an individual staff member or to the MS Feedback Officer using the contact details below.

Phone - MS CONNECT: 1800 042 138
Email - feedback@ms.org.au

Post - MS Feedback Officer
The Nerve Centre
Multiple Sclerosis Ltd
54 Railway Rd
Blackburn 3130

If you are not satisfied with the way a complaint has been handled by the MS team you have the right to escalate this to the relevant state based Ombudsman office.

VIC
Disability Services Commissioner
Level 30, 570 Bourke St
Melbourne 3000
Phone: 1800 677 342
Email: complaints@odsc.vic.gov.au
Web: www.odsc.vic.gov.au

NSW
NSW Ombudsman
Level 24, 580 George St
Sydney 2000
Phone: 1800 451 524
Email: nswombo@ombo.nsw.gov.au
Web: www.ombo.nsw.gov.au

ACT
ACT Ombudsman
Level 5, 14 Childers St
Canberra 2601
Phone: 1300 362 072
Email: ombudsman@ombudsman.gov.au
Web: www.ombudsman.act.gov.au

TAS
TAS Ombudsman
99 Bathurst St
Hobart 7000
Phone: 1800 001 170
Email: ombudsman@ombudsman.tas.gov.au
Web: www.ombudsman.tas.gov.au

Complaints Resolution Referral Service (Australia wide)

Phone: 1800 880 052 (free call from land lines)
Web: <https://www.jobaccess.gov.au/complaints>

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