

Feedback

MSWA

Life not limits

Your feedback matters! Help us improve our services by sharing your thoughts.

At MSWA, we are committed to delivering high-quality services and support. Your feedback helps us continuously improve the care we provide.

Whether you'd like to share a positive experience, offer a suggestion or raise a complaint, we welcome your input. If you require translation or interpreting services to assist in providing feedback, we can arrange this for you.

We encourage speaking with a staff member first to address your concern. If further action is required, we will ensure your feedback is reviewed appropriately.

After your feedback has been received, a receipt acknowledgement will be sent within three business days. We aim to resolve matters within 28 business days and a team member may contact you for more details or updates about the process.

Your feedback will not impact your services and all information shared will be handled confidentially.

Ways to share your feedback

In person

An MSWA staff member can assist or submit feedback on your behalf.



Email

feedback@mswa.org.au



Phone

08 6454 3173



Write to us

Complaints Liaison and
Compliance Coordinator
MSWA

Locked Bag 2,
Bentley DC, WA 6983



Online feedback form

Visit go.mswa.org.au/feedback
or scan the QR code to fill out an
online feedback form



