

What can I do if I have a problem with the service that Indigo Junction offers me?



**Steps to follow:**

1. Speak to the Worker on duty, if still not satisfied...
2. Speak to the manager, if this does not work then...
3. Put the grievance in writing to Indigo Junction management and they will arrange to meet with you. You can ask an independent person to help you write the grievance if needed.

What can I do if I have an issue with another tenant/neighbour?

**Steps to follow:**

1. Try and talk calmly with that person to try and resolve the issue (a staff member can assist with this). If this doesn't work then...
2. The program manager and /or the executive officer can assist.



What if my grievance is with a staff member?



**Steps to follow:**

1. Try and work things out with the worker involved. If this doesn't work then...
2. Arrange a meeting with Indigo Junction management to discuss this situation further.

You can contact Indigo Junction management by calling 9274 5382.

*Grievance Procedure to be given to new clients upon arrival*