

Complaints

Mirabel is committed to continually improving and evolving our organisation. We view complaints in a positive manner as a way to improve and find a solution. In particular, as a children's charity, we take safeguarding children extremely seriously. If you have any concerns about a child's safety, we urge you to tell us about it immediately so that appropriate action can be taken.

What to do if you have a complaint

The easiest way for you to provide feedback or make a complaint is to raise your concerns in person or by phone to a Mirabel supervisor or the CEO on 03 9527 9422. Alternatively, complaints can be emailed to mirabel@mirabel.org.au or sent to:

Attention: CEO
The Mirabel Foundation
PO Box 1320
St Kilda South 3182

What we will do on receiving your complaint

- We'll listen, record your complaint and advise you how it will be handled.
- We'll investigate whenever necessary and do so in a timely manner.
- We'll take action to resolve the problem and tell you what that action is.
- We'll take steps to avoid a repeat occurrence.
- At all times we will treat you with understanding and respect. We ask that you will do the same.
- Confidential information in relation to your complaint will be handled sensitively.