

# Want to make a comment?

Feedback is always encouraged and welcomed here at ASTEC Equipment Services.

At ASTEC Equipment Services we endeavour to ensure that all comments and complaints are acknowledged, assessed and resolved in a fair, efficient and timely manner. We will always take appropriate action in relation to issues raised by you or your client.

We will ensure that you are kept informed of the progress we are making in regards to your comment.

If you wish to make a comment about our service to you, please feel free to:

- email: [tom.werner@astecservices.net.au](mailto:tom.werner@astecservices.net.au),
- speak to someone at our showroom at 612 Skipton St, Redan or
- call (03) 5336 3900 and inform us that you wish to make a comment
- place a note in the Feedback box

We take all comments seriously and value your opinion and will get back to you within 5 business days. We take privacy seriously and will at no point share your identity unless you request we do so.

If you would like to make a complaint about any NDIS provider, you can call the NDIS Quality and Safeguards Commission on 1800 035 544 or online at [www.ndiscommission.gov.au/participants/complaints](http://www.ndiscommission.gov.au/participants/complaints).