



# COMPLAINTS

## HOW TO FILE A COMPLAINT OR GIVE FEEDBACK?

<b>Client's name</b>	
<b>Client's address</b>	
<b>Client's Contact Phone</b>	
<b>Client's Contact Email</b>	

You can find the complaint or feedback form on our website. All documents are available online.

[www.strengthincare.com.au](http://www.strengthincare.com.au) and look for participant information.



This document is to help you **Complain** or give us **Feedback**.



It is okay to complain if you are not happy. Tell us when you are upset about:

- Your supports
- Workers
- Us (Strength In Care)



You can talk to **Strength In Care** on **0430 055 145**



You can ask someone **you trust** to help you complain.



You can ask an **Advocate** to help you.

An **Advocate** is someone who speaks up for you if you cannot speak up for yourself.



Not sure who to help you.

Talk to a **support worker** who will help you find someone.



We will try to **fix** your problem.  
We will **talk** to you about your problem.



Shh!!  
We will keep anything you say **private**.



### **Not Happy?**

You can tell:

#### **NDIS Commission**

1800 03 55 44 (This is a free call from landlines)

Or online [here](#)