



Easy Read –

Complaints and Feedback

How do you file a complaint or give feedback?



This document tells you about **how to make a complaint or give feedback.**

\${Organisation Name} wants you to give us **feedback or make a complaint** if you are unhappy.

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

- the **supports** you received
- your **support workers**
- **\${Organisation Name}**.



If you do not feel comfortable telling us about your complaint, **you should tell someone you trust**

like your:

- mum or dad
- brother or sister
- support worker.

Ask them to help you make a

Or you can get help from a **professional, independent advocate** to make a complaint or provide feedback to us.

We can **help you find** an advocate if you want.

Ask our $\{$ Manager Position $\}$ to help you. Call them on **[insert number]**.



How do you make a complaint or provide feedback to us?

You can **talk** to:

- your **support worker**
- our **Complaints Manager**
- the **#{Manager Position}**.

You can **call or email** our **Complaints Manager** directly:


- Call: **[insert number]**
- Email: **[insert email address]**

You can fill out the **Complaints and Feedback Form** and mail it to the Complaints Manager:

[insert mailing address]

Ask the Complaints Manager or your support worker for a copy of



	<p>You can fill in the participant survey we send to you every year.</p>
	<p>You can make a complaint at any time directly to the NDIS Commission: Call: 1800 03 55 44 Or go to their website: www.ndiscommission.gov.au</p>
	<p>You can make a complaint and remain anonymous.</p> <p>Anonymous means we will not know who you are.</p>



To be anonymous, use the **Anonymous Complaint and Feedback Form** provided at your intake meeting:

- **Complete the form** (your advocate can do this for you).
- **Mail it back to us** using the stamped, self-addressed envelope provided.

Remember, if you complain anonymously we **cannot provide you with a response**, as we will not know who you are.

We take **all complaints and feedback** we receive **seriously**.

They help us to make our service and supports better for you!



How do we manage your complaint or feedback?

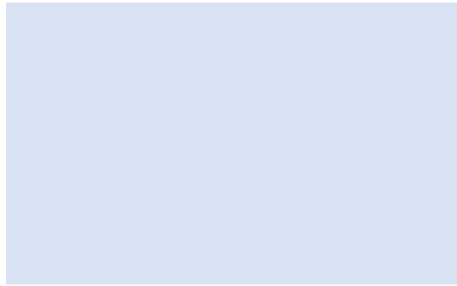
Our **Complaints Manager** will:

- **talk** with you about your problem
- **write** everything you say down
- **plan** to fix your problem.

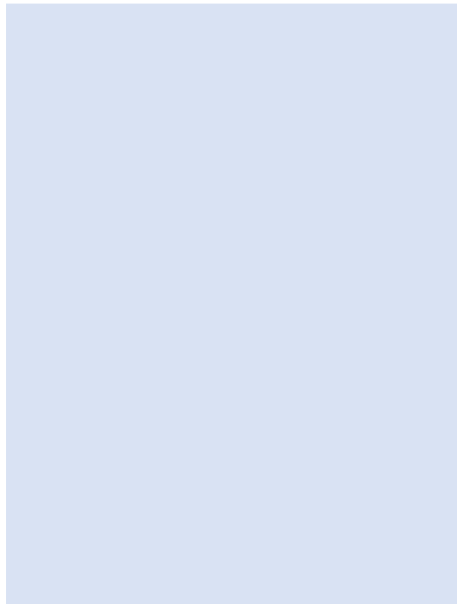
Our **Complaints Manager** will:

- try to **fix your problem**
- **contact you regularly** to tell you how the problem is being fixed.

To keep you safe, if your complaint or feedback involves someone being put **in serious danger or being hurt** we will tell the police and the NDIS.



We keep everything you tell us private.



If you are unhappy with the way we handled your feedback or complaint, you can tell the NDIS Commission:

- **Call: 1800 03 55 44 (free call from a landline)**
- **Go to their website: www.ndiscommission.gov.a**