






Easy Read - Complaints and Feedback


How do you make a complaint or give feedback?

	This document tells you about how to make a complaint or give feedback .
	We want you to give us feedback or make a complaint if you are unhappy.
	<p>It is okay to complain if you are not happy. Tell us when you are upset about:</p> <ul style="list-style-type: none">• The supports you received• your support workers• Our Organisation .
	<p>If you do not feel comfortable telling us about your complaint, you should tell someone you trust like your:</p> <ul style="list-style-type: none">• Mum or dad• Brother or sister• Support worker. <p>Ask them to help you make a complaint.</p>
	Or you can get help from a professional, independent advocate to make a complaint or provide feedback to us.

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	<p>We can help you find an advocate if you want.</p> <p>Ask our <input type="text"/> to help you. Call them on <input type="text"/></p>
	<p>How do you make a complaint or provide feedback to us?</p>
	<p>You can talk to:</p> <ul style="list-style-type: none"> • Your support worker • Our Complaints Manager • The Manager.
	<p>You can call or email our Complaints Manager directly:</p> <ul style="list-style-type: none"> • Call: <input type="text"/> • Email: <input type="text"/>
	<p>You can fill out the Complaints and Feedback Form and mail it to the Complaints Manager: <input type="text"/></p> <p>Ask the Complaints Manager or your support worker for a copy of the form.</p>
	<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:</p> <p>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>
	<p>To be anonymous, use the Anonymous Complaint and Feedback Form provided at your intake meeting:</p> <ul style="list-style-type: none"> • Complete the form (your advocate can do this for you). • Mail it back to us using the stamped, self-addressed envelope provided.

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	<p>Remember, if you complain anonymously we cannot provide you with a response, because we will not know who you are.</p>
	<p>We take all complaints and feedback we receive seriously.</p> <p>They help us to make our service and supports better for you!</p>
	<p>How do we manage your complaint or feedback?</p>
	<p>Our Complaints Manager will:</p> <ul style="list-style-type: none"> • Talk with you about your problem • Write down everything you say • Plan to fix your problem.
	<p>Our Complaints Manager will:</p> <ul style="list-style-type: none"> • Try to fix your problem • Contact you regularly to tell you how the problem is being fixed.
	<p>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.</p>
	<p>We keep everything you tell us private.</p>
	<p>If you are unhappy with the way we handled your feedback or complaint, you can tell the NDIS Commission:</p> <ul style="list-style-type: none"> • Call: 1800 03 55 44 (free call from a landline) • Go to their website: www.ndiscommission.gov.au
	<p>You can contact us on:</p> <div data-bbox="618 1927 1398 2007" style="background-color: #e0e0e0; height: 38px; margin-top: 10px;"></div> <div data-bbox="618 1969 1398 2007" style="background-color: #e0e0e0; height: 18px; margin-top: 2px;"></div>