






# Easy Read - Complaints and Feedback

How do you make a complaint or give feedback?

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

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	<p>We can <b>help you find</b> an advocate if you want.</p> <p>Ask our <input type="text"/></p> <p>Call them on <input type="text"/></p>
	<p><b>How do you make a complaint or provide feedback to us?</b></p>
	<p>You can <b>talk</b> to:</p> <ul style="list-style-type: none"> <li>• Your <b>support worker</b></li> <li>• Our <b>Complaints Manager</b></li> <li>• The <b>Manager</b>.</li> </ul>
	<p>You can <b>call or email our Complaints Manager</b> directly:</p> <ul style="list-style-type: none"> <li>• Call: <input type="text"/></li> <li>• Email: <input type="text"/></li> </ul>
	<p>You can fill out the <b>Complaints and Feedback Form</b> and mail it to the Complaints Manager:</p> <p><input type="text"/></p> <p>Ask the Complaints Manager or your support worker for a copy of the form.</p>
	<p><b>You can fill in the participant survey</b> we send to you every year.</p>
	<p>You can make a complaint <b>at any time</b> directly to the <b>NDIS Commission</b>:</p> <p>Call: 1800 03 55 44</p> <p>Or go to their website:</p> <p><b><a href="http://www.ndiscommission.gov.au">www.ndiscommission.gov.au</a></b></p>
	<p>You can make a <b>complaint and remain anonymous</b>.</p> <p>Anonymous means we will not know who you are.</p>
	<p>To be anonymous, use the <b>Anonymous Complaint and Feedback Form</b> provided at your intake meeting:</p> <ul style="list-style-type: none"> <li>• <b>Complete the form</b> (your advocate can do this for you).</li> <li>• <b>Mail it back to us</b> using the stamped, self-addressed envelope provided.</li> </ul>

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	<p><b>Remember</b>, if you complain anonymously we <b>cannot provide you with a response</b>, because we will not know who you are.</p>
	<p>We take <b>all complaints and feedback</b> we receive <b>seriously</b>.</p> <p><b>They help us to make our service and supports better for you!</b></p>
	<p><b>How do we manage your complaint or feedback?</b></p>
	<p>Our <b>Complaints Manager</b> will:</p> <ul style="list-style-type: none"> <li>• <b>Talk</b> with you about your problem</li> <li>• <b>Write</b> down everything you say</li> <li>• <b>Plan</b> to fix your problem.</li> </ul>
	<p>Our <b>Complaints Manager</b> will:</p> <ul style="list-style-type: none"> <li>• Try to <b>fix your problem</b></li> <li>• <b>Contact you regularly</b> to tell you how the problem is being fixed.</li> </ul>
	<p>To keep you safe, if your complaint or feedback involves someone being put <b>in serious danger or being hurt</b> we will tell the police and the NDIS.</p>
	<p>We <b>keep</b> everything <b>you tell us private</b>.</p>
	<p>If <b>you are unhappy</b> with the way we handled your feedback or complaint, you can <b>tell the NDIS Commission</b>:</p> <ul style="list-style-type: none"> <li>• Call: 1800 03 55 44 (free call from a landline)</li> <li>• Go to their website: <a href="http://www.ndiscommission.gov.au">www.ndiscommission.gov.au</a></li> </ul>
	<p>You can contact us on:</p>