

## Easy Read –

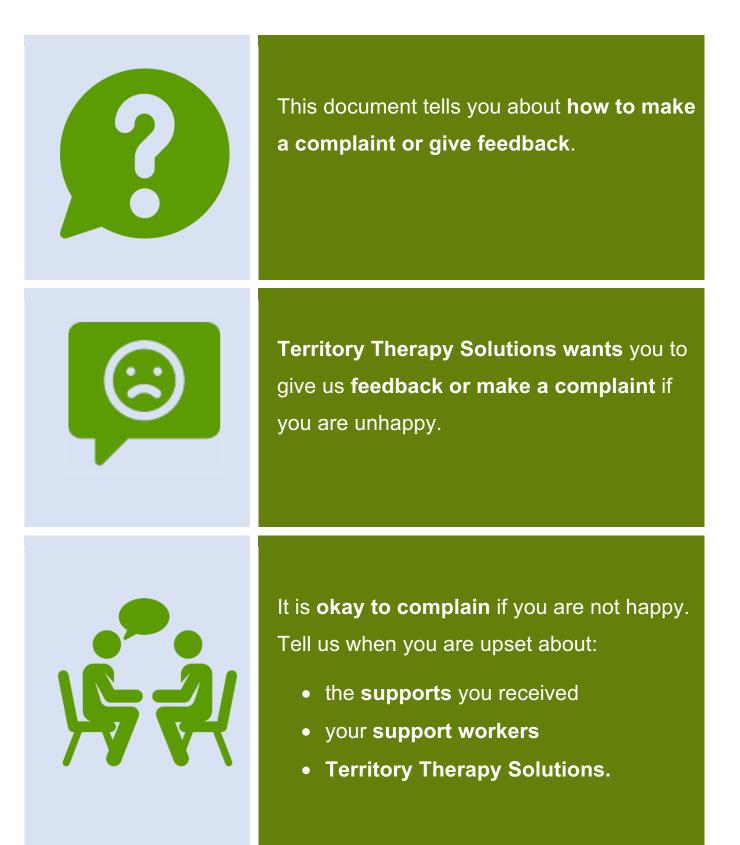
## **Complaints and Feedback**

How do you file a complaint or give feedback?

Prepared for:

Name	
Address	
Date	









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 complaint.



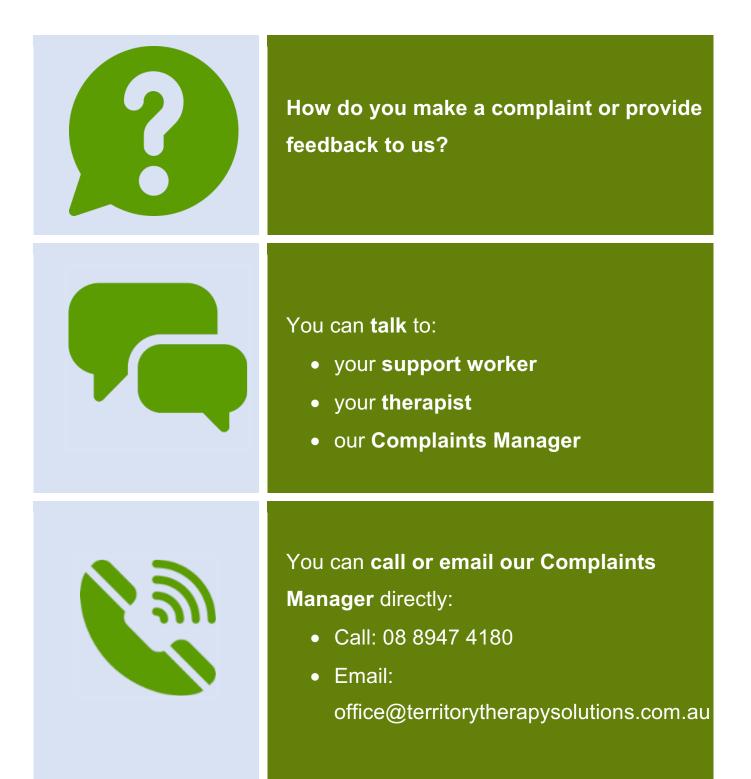
Or you can get help from a **professional**, **independent advocate** to make a complaint or provide feedback to us.



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

Ask our Complaints Manager to help you. Call them on 08 8947 4180.













You can make a **complaint and remain anonymous.** 

Anonymous means we will not know who you are.



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, selfaddressed 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!



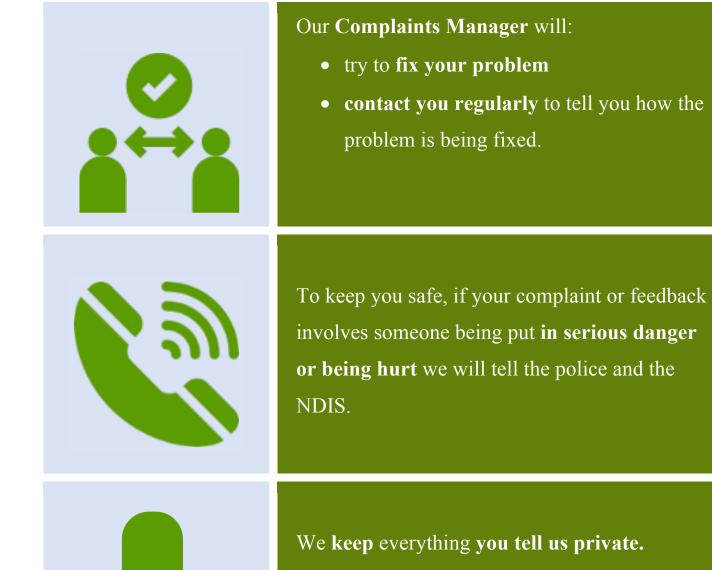
How do we manage your complaint or feedback?



## Our Complaints Manager will:

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









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.au