

FEEDBACK AND COMPLAINTS

Easy Read version

How to use this document

You can read this document by yourself.

You can ask a family member, friend, advocate or worker to help you read it.

Ask us if you want this information in another way.

About this document



About

This document explains feedback and complaints.



Feedback

Feedback means telling us what is good or what could be better.



Complaint

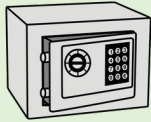
A complaint means telling us something is wrong.

You can complain



Anytime

You can make a complaint at any time.



Safe

Your services will not stop because you complain.



Private

We will keep your complaint private where we can.



Help

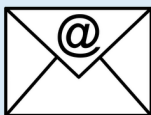
You can ask someone to help you complain.

How to complain



Speak

You can speak to a worker.



Email

You can send us an email.



Phone

You can call us.



Anonymous

You can complain without giving your name if you want to.

What we do next



Listen

We will listen to you.



Record

We will write down your complaint.



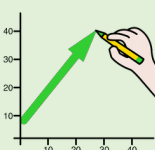
Check

We will look into what happened.



Update

We will tell you what is happening.



Improve

We will use complaints to improve our services.

How to get help



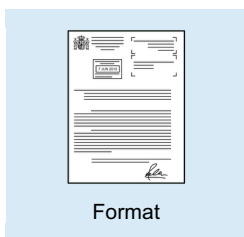
You can ask My Care Coordination Services for help.



Phone: 0458 810 182



Email: hello@mycarecoordination.com.au

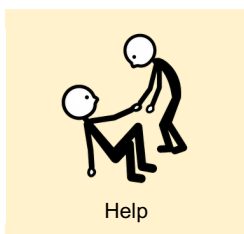


You can ask for this information in another format.

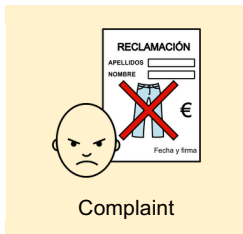
Making a complaint



You can make a complaint if you are unhappy.



You can ask a family member, friend, advocate or support person to help you.



You can complain to the NDIS Quality and Safeguards Commission.



Phone: 1800 035 544



Website: www.ndiscommission.gov.au