

Easy Read

Complaints and 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.

It is okay to complain if you are not happy.



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

- A family member
- Your support worker
- Your Support Coordinator

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.

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

Ask your Plan Manager
Call them on **0428 051 001**



You can **make a complain or provide feedback** by talking to the Manager directly:

Phone: 0428 051 001
Email: admin@prosperpm.com.au



You can fill out the **Complaints and Feedback Form** and email it to the above email address.



You can make a complaint at any time directly to the NDIS Commission:

Call: **1800 035 544**
Or go to their website: www.ndiscommission.gov.au



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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 in your Welcome Pack. **Complete the form** (your advocate can do this for you) and mail it back to us.



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



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

They help us to make our service better for you!

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How do we manage your complaint or feedback?



Our **Complaints Manager** will:

- **Talk** with you about your problem
- **Write** down everything you say
- **Plan** to fix your problem



Our **Complaints Manager** will:

- Try to **fix your problem**
- **Contact you regularly** to tell you how to 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.



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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 035 544

Go to their website: www.ndiscommission.gov.au



You can contact us on:

Email: admin@prosperpm.com.au

Phone: 0428 051 001