

Feedback and complaints policy

Easy English Version

Prepared by Centro ASSIST

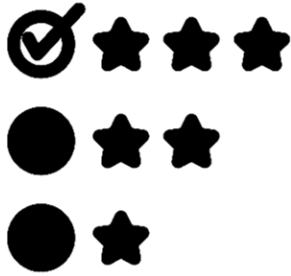
Version 2.0

This document and its contents are copyright of Centro ASSIST© 2020. All rights reserved. Any redistribution, retransmission or distribution of part or all of the contents in any form without our express written permission is prohibited other than the following:

- you may share and use with your clients, NDIS participants, to aid communication
- you may share and use with employees to assist in their work

© 2020 Holocentric Pty Ltd, trading as Centro ASSIST
ABN 73 052 972 095

Feedback and complaints policy



Why do we like feedback and complaints?

We welcome feedback to ensure the services you receive are good.

If you would like to provide feedback or make a complaint, you can contact us via the following:



What happens when you complain?

We welcome feedback to ensure the services you receive are good.



Your services will not be affected if you make a complaint.



You will not be made to feel bad because you gave negative feedback.



Your personal information will not be shared with anyone without your **consent**.

Consent means saying yes to sharing information with others.



How do we handle complaints?

We review our feedback and complaints to make improvements.



We manage complaints fairly and want to reach good results for you.



We will provide you updates as we resolve your complaint.

How do I make a complaint?

We regularly ask for feedback through:



- phone calls



- surveys



- service review meetings.



You can also make a complaint by:

- writing to us
- sending an email
- speaking to someone
- contacting the NDIS Commission by phone on 1800 035 544.



If you need help to make a complaint, we will support you.

You can also ask a family member, friend or advocate to help you make a complaint.