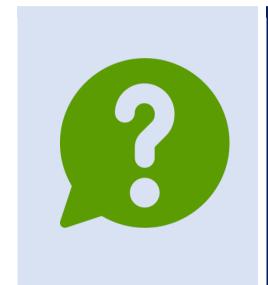
Easy Read – Complaints and Feedback

This document tells you how to make a complaint or give feedback if you are unhappy.

You will never get into trouble for making a complaint.



This document tells you about how to make a complaint or give feedback.



Guidepost wants you to give us **feedback or make a complaint** if you are unhappy.





It is **okay to complain** if you are not happy. Tell us when you are upset about:

- the **supports** you received
- your support workers
- Guidepost



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 manager to help you. Call them on 0421 500 722.



How do you make a complaint or provide feedback to us?





You can **talk** to:

- your support worker
- our Complaints Manager
- the Manager



You can **call or email our Complaints Manager** directly:

- Call: 0421 500 722
- Email: admin@guidepost.com.au



You can fill out the **Complaints and Feedback Form** and mail it to the
Complaints Manager:
PO Box 605, Duncraig, 6023



Ask the Manager or your support worker for a copy of the form.



You can fill in the participant survey we send to you every year.



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



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

Anonymous means we will not know your name.



To be anonymous, use the

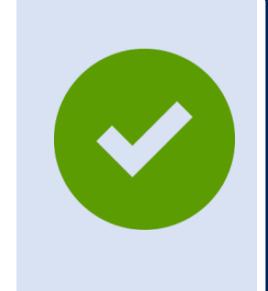
Anonymous Complaint and

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, self-addressed 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.



Our **Complaints Manager** will try to **fix your problem**





If your complaint is about someone being in danger or hurt, we will tell the police and the NDIS.



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 03 55 44 (free call from a landline)
- Go to their website: www.ndiscommission.gov.au



Easy Read – Complaints and Feedback

