

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.



GUIDEPOST



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

