



## **Caring Approach Feedback and Complaints – Easy read**

**This document is about you having a say about the services you receive.**

**It is written in a way that is easy to read.**

**Feedback is you saying what you think about something we do.**



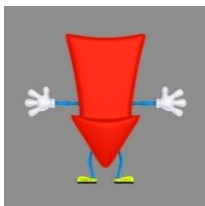
**You can say good or bad things about what we do.**



**Complaints are when you tell us that you are feeling angry or upset with us.**



**We use the things you tell us to make our services better.**



**We think it is very important that.**



**There are different ways for you to say what you want.**



**You can tell your feedback or complaints to any staff member.**



**Staff should know how to fix the problem.**

**We will try to fix the problem quickly.**

**LET'S FIX IT.**



**You will not be treated badly if you make a complaint.**



**We will say sorry to you if you are unhappy with us.**



**You can get help from somebody else if you think we are not being helpful or doing the right thing.**



**You can call us on 1300 655 026 if you have a problem.**

**You can also call the NDIS commission to fix a problem. Their phone number is 1800 035 544.**