

## 1.3 FEEDBACK, COMPLIMENTS AND COMPLAINTS (EASY READ) POLICY AND PROCEDURE

Feedback is when:

- You tell someone about a problem, and they fix it quickly.



That is all you need to do!



A compliment is:

- When you tell us that a certain thing is going well.

This is called **positive feedback**



A complaint is:

- When you tell us that something is going wrong, and you do not like it



Feedback is important to us to ensure we always provide you with the best service possible!



When we handle complaints, we always will show respect for:

- Aboriginal and Torres Strait Islanders
- People from all backgrounds and cultures



Please tell us if you need an interpreter. An interpreter is someone who speaks your language.



An interpreter can tell you information in a way that is easiest for you to understand.



If you have a complaint, tell your support worker.



Your support worker will help you with the complaint you have made.



If your support worker cannot fix your complaint, your support worker can help you to fill out a Feedback, Compliments and Complaints Form.



You can also call us on 0416 172 724.



When making a complaint, you can also ask for an advocate.

An advocate is someone who can help you to make a complain and to speak up and share your problem.



When your complaint has been fixed, we will keep a record of what the complaint was about and how we fixed it.



If your complaint is something that we can fix for you quickly, it will go to the Director who is the person in charge of our services that we deliver to you.



You can contact us by phone between 9AM – 5PM Monday to Friday by calling 0418 163 945



You can contact us by email at any time by sending an email to [patrick.wilsmore@experiencesocialgrowth.com](mailto:patrick.wilsmore@experiencesocialgrowth.com)



If you have a complaint, you can speak to your support worker, or you can phone us or email us.



You can always contact the NDIS at any time by calling 1800 035 544 or sending an email to [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)



If you have trouble hearing or speaking, you can contact the National Relay Service on 1300 555 727 or use the SMS Relay Number by texting 0423 677 767.