



EASY READ COMPLAINTS

HOW TO FILE A COMPLAINT OR GIVE
FEEDBACK?

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This document is to help you **Complain** or give us **Feedback**.



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

- Your supports
- Workers
- Grace Professional Services



You can talk to Grace Professional Services on 0429 430 806.

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You can ask someone **you trust** to help you complain.



You can ask an **Advocate** to help you.
An **Advocate** is someone who speaks up for you if you cannot speak up for yourself.



Not sure who to help you.
Talk to your Support Coordinator who will help you find someone.

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We will try to **fix** your problem.
We will **talk** to you about your problem.



Shh!!
We will keep anything you say **private**.



Not Happy?

You can tell:

NDIS Commission

1800 03 55 44 (This is a free call from landlines)

Or online: <https://www.ndiscommission.gov.au/>