**Easy Reads**

Easy Read Complaints and Feedback

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| NDIS Provider Melbourne | NDIS Registered Psychologists - CAPS | When you see the words ‘we’ or ‘us’, it is talking about Child and Adolescent Psychology Services. |
| Getting a test - Easy Read | Department of Social Services, Australian  Government | This document is to help you easily understand the information.  Pictures are used to help explain. |
| 8,654,033 Document Stock Photos, Pictures & Royalty-Free Images - iStock | This document is an Easy Read version of another document. You can also access this other document if you would prefer. |
| Businessman Businesswoman Sitting Desk Looking Digital Stock Footage Video  (100% Royalty-free) 3781403 | Shutterstock | You can ask for help reading this document.  You can ask your family, friends, a support worker, or anyone else you would like. |

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| **What is this document about?** |  |
| 48,952 Human Rights Photos - Free & Royalty-Free Stock Photos from  Dreamstime | This document explains how we handle feedback and complaints. |
| Feedback |  |
| 3,719 Negative Feedback Photos - Free & Royalty-Free Stock Photos from  Dreamstime | Feedback is when:   * You tell someone about a problem * They fix it quickly |
| 100 Disabled person thumbs Stock Video Footage - 4K and HD Video Clips |  Shutterstock | You can also tell us when you think something is going well.  That is positive feedback. |
| **Complaints** |  |
|  | A complaint is when you tell someone: |
| Doing Something Wrong Photos - Free & Royalty-Free Stock Photos from  Dreamstime | * Something has gone wrong |
| 60 Faulty Product Illustrations & Clip Art - iStock | * Something is broken |
| 11,141 Kid Arms Crossed Stock Photos, Pictures & Royalty-Free Images -  iStock | Complaints are more serious than feedback. |
|  | This document explains: |
| 815 File A Complaint Stock Photos, Pictures & Royalty-Free Images - iStock | * How to make a complaint |
| 12,831 To Do List Illustrations & Clip Art - iStock | * What we will do about your complaint |
| Diverse People Holding Word Equality Stock Photo - Image of loyalty,  caucasian: 39552316 | We want to make sure everyone is treated fairly. |
| Kid looking up thinking stock image. Image of pondering - 8397955 | We want you to tell us what you think. |
| The 5 Stages of a Structured Coaching Conversation - MB Seminary | Your opinion is important to us. |
|  | Your opinion helps us: |
| 856 High Five Adult Child Photos - Free & Royalty-Free Stock Photos from  Dreamstime | * Make our services better |
| Feeling Safe Images | Free Vectors, Stock Photos & PSD | * Help everyone feel safe |
| 202,660 Respect Stock Photos, Pictures & Royalty-Free Images - iStock | When we are handling complaints, we need to show respect for everyone. |
|  | Please tell us if you need: |
| 638 Clip Art Of A Translation Illustrations & Clip Art - iStock | * An interpreter – someone who speaks your language |
| 10 Tips to Simplify Complex Content for Your Audience | * Information in a different format |
| **How to make a complaint** |  |
| Depression and children with disability | Raising Children Network | If you have a complaint, you can tell your Support Worker. |
| 38,324 Problem Solving Photos - Free & Royalty-Free Stock Photos from  Dreamstime | They will try to do something about your problem. |
| 815 File A Complaint Stock Photos, Pictures & Royalty-Free Images - iStock | If they can’t fix the problem easily, you can fill out a Feedback and Complaint Form. |
| What is advocacy? | Standing up for your rights | Your Rights | Easy Read  Webpage | Our Site | When you’re making your complaint, you can ask for help from an advocate.  An advocate is someone who helps you speak up. |
| **Fill out our Complaint Form** |  |
| Filing a Complaint with HR Can Be Scary. Here's the Best Way to Do It |  Money | When you fill out a Complaint Form, you are making a formal complaint.  Formal complaints are taken very seriously. |
| 490,604 File Stock Photos, Pictures & Royalty-Free Images - iStock | When you make a formal complaint, we keep a record in our files. |
| 28 Sharing Handover Data Document Stock Photos, Pictures & Royalty-Free  Images - iStock | Your complaint will be given to our manager. |
|  | The manager will: |
| Man Reading A Tax Form Stock Photo, Picture And Royalty Free Image. Image  12548384. | * Read your complaint |
| Mobile Phone Conversation between the Two People Stock Vector -  Illustration of speak, conversation: 140990290 | * Contact you to try to fix your complaint |
|  | When your complaint has been fixed, we will keep a record of: |
|  | * What your complaint was |
| Handicapped Boy Thumbs Photos - Free & Royalty-Free Stock Photos from  Dreamstime | * How we fixed it |
| 28 Sharing Handover Data Document Stock Photos, Pictures & Royalty-Free  Images - iStock | If the manager can’t fix the problem, it will be given to our CEO.  This is the person in charge of our organisation. |
|  | If you aren’t happy with the results of the complaint, you can contact the NDIS Quality and Safeguards Commission.  Email: [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)  Phone: 1800 035 544 |

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| **Contact us** |  |
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