Your voice is welcomed.

Your voice makes sure our services are the best standard.

**Hard words:**

- This booklet has some **hard words**.

- We will write down what they mean.

- **Complaint** - when you say you are not satisfied or frustrated.

- You can write the complaint.

- You can say it out loud.

- Sometimes we can fix a problem quickly.

- We can ask our manager to help you.
What we do:

- We want people to say when they are worried about something.
- Anyone can make a complaint.
- We want it to be quick and easy to make a complaint.
- We want you to have choice and control.
- You will not get in trouble for making a complaint.
- We follow the law in Tasmania and in Australia.
- We are fair to everyone.
- We follow NDIS rules about how to handle complaints.
- We change this document when needed. We ask people to tell us the changes we should make.
- We follow the complaints policy.
• We keep your complaint private.

• We can help you make the complaint.

• We listen and write it down.

• We are positive and respectful.

• We do training to help you make a complaint.

• We are honest and open.

• We tell you what your options are.

• Complaints help us give you a better service.
What you do:

- You can bring a friend or carer to help you.
- You can have an interpreter.
- Your complaint is **genuine**. This means you believe your complaint is true and honest.
- You can tell the **NDIS Commission** your complaint. They help you to know what your choices are.
- NDIS Commission makes sure that providers are doing the right thing.
- You can leave your name out of the complaint.