



Your voice is welcomed.

Your voice makes sure our services are the best standard.

### Hard words:

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

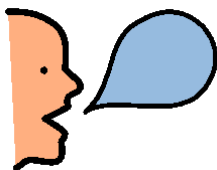
- We will write down what they mean.



- **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.

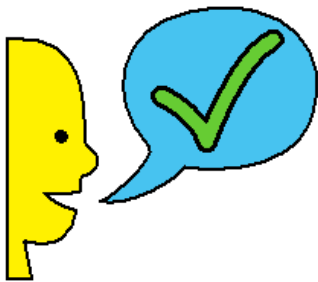


- We listen and write it down.



- We are positive and respectful.

- We do training to help you make a complaint.



- We are honest and open.

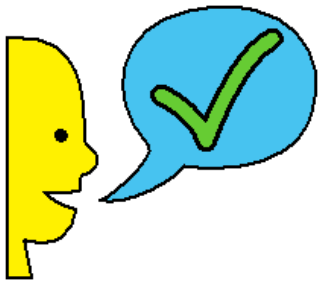
- We tell you what your options are.

- 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.

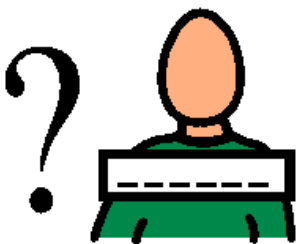


- Your complaint is **genuine**.  
This means you believe your complaint is true and honest.



**NDIS Quality  
and Safeguards  
Commission**

- 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.