

Easy Read Feedback and Complaint Form

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|  | You have the right to give feedback and make a complaint about your service.  **Feedback** is when you say what you think about the service. |
|  | A **complaint** is when you speak up about something that is wrong. |
|  | You can use this form to give feedback or make a complaint. |
|  | You can ask someone you can trust to help you with this form. |
|  | Write as much as you can.  You do not have to answer every question. |

Please write

|  |  |
| --- | --- |
|  | Your name  Click or tap here to enter text. |
|  | Your phone number  Click or tap here to enter text.  Or your email  Click or tap here to enter text. |
|  | Today’s date  Click or tap here to enter text. |

Please tick one of the boxes

|  |  |
| --- | --- |
|  | I want to give **feedback**. |
|  | I want to make a **complaint**. |

You can write your feedback or complaint here



What happened?

Click or tap here to enter text.

|  |  |
| --- | --- |
|  | Who was there?  Click or tap here to enter text. |
|  | What date and time did it happen?  Click or tap here to enter text. |
|  | Where did it happen?  Click or tap here to enter text. |

Did someone help you with this form?

Please tell us

|  |  |
| --- | --- |
|  | Their name  Click or tap here to enter text. |
|  | Their phone number  Click or tap here to enter text. |
|  | You can give this form to any staff member at [Disability Service Provider Name]. [Change if service provider has different arrangements]. |
|  | We will take your feedback or complaint seriously. |

If you need more support you can get support from **an advocate**.

An **advocate** helps people speak up.

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| --- | --- |
|  | You can get support from an advocate at [Name of local advocacy service]. |
|  | You can call [pdsadsadsahone number of local advocacy service] |
|  | Email [email address of local advocacy service] |
|  | If your feedback or complaint is not listened to or you are not happy with the results, you can contact the NDIS Quality and Safeguards Commission:  **1800 035 544**  or  **https://www.ndiscommission.gov.au/ about/complaints** |