

COMPLIMENTS AND COMPLAINTS MANAGEMENT POLICY – EASY READ



We value your feedback – positive and negative.

We will use feedback to make improvements.

You can give feedback:



By talking to a worker in person



By talking to a worker on the phone



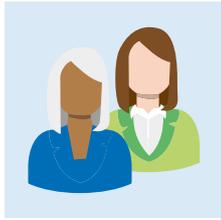
On our website



Filling out a feedback form

You **do not** need to give your name or personal details when giving feedback.

You can get support to give feedback from a:



A Supporter



An Advocate



An Interpreter

Everyone must be respectful when giving and responding to feedback.

We will respond to your feedback by:



Saying sorry if we have done something wrong.



Asking you how we can fix the problem.



Finding out what happened and why.



Letting you know what we did to fix the problem.



Asking you for feedback about how we responded to your feedback.

We will make sure you are not treated badly for giving feedback.

If you are not happy with how we responded, you can talk to:



The Complaints Commissioner at the
Aged Care Quality and Safety Commission



The NDIS Quality and Safeguards Commission



The Older Persons Advocacy Network

For full details, please go to: