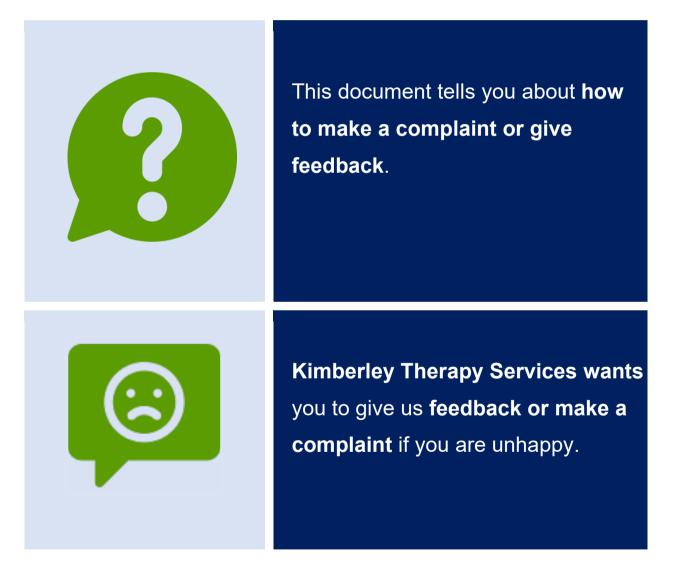


Easy Read –

Complaints and Feedback

How do you file a complaint or give feedback?







It is **okay to complain** if you are not happy. Tell us when you are upset about:

- the supports you received
- your support workers
- Kimberley Therapy Services.



If you do not feel comfortable telling us about your complaint, **you should tell someone you trust** like your:

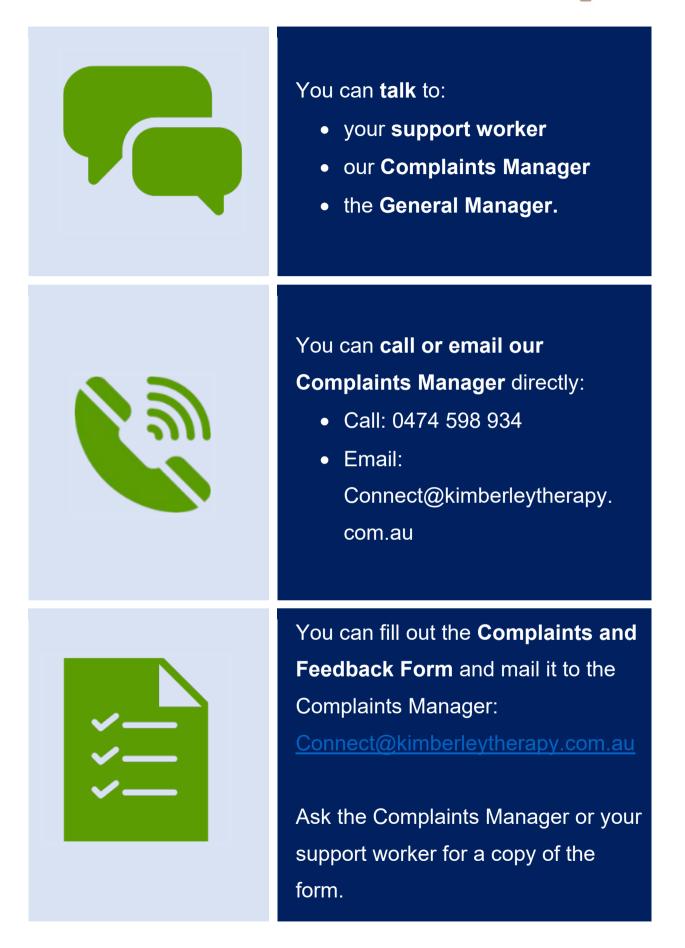
- mum or dad
- brother or sister
- support worker.

Ask them to help you make a complaint.

















To be anonymous, use the Anonymous Complaint and Feedback Form provided at your intake meeting:

- **Complete the form** (your advocate can do this for you).
- Mail it back to us using the stamped, self-addressed envelope provided.



Remember, if you complain anonymously we cannot provide you with a response, as we will not know who you are.













If **you are unhappy** with the way we handled your feedback or complaint, you can **tell the NDIS Commission:**

- Call: **1800 03 55 44** (free call from a landline)
- Go to their website: www.ndiscommission.gov.au