

COMPLAINTS AND FEEDBACK PROCEDURE

Easy English book March 2021



How to use this book

This document is by Life Without Barriers in Easy English.

We use pictures to explain some ideas.

Some words are **blue** and we explain what they mean.

This book explains what we do if you are unhappy with your support and how we fix any problems.



Understanding complaints



You get support from Life Without Barriers.

We help you live life the way you like.



It is very important that you are always safe and respected.



Your support should always make you feel protected and happy.



Please tell us if you do not like how you are being supported.

This is called a **complaint**.



A **complaint** is when you speak up and tell a person that you are unhappy with something.



You have the **right** to make a complaint.



Rights are things you and everyone has and should expect.

You are always allowed to make a complaint if you are unhappy with your support.



We want you to speak up if something does not feel right.



You should make a complaint about your support if:



- A mistake was made



- Staff make you feel scared or sad

- Staff hurt you or someone else



- You did not get a choice about your support



- You did not get information you needed



We want you to tell us if you are not happy about something.

We will try to fix any problem.

How we respond to a complaint



There are special rules we must follow if you make a complaint.

These rules make sure we fix the problem properly.



You can expect us to support you if you make a complaint.



If you make a complaint, you can expect:

- We will listen to you and try to fix the problem quickly.



- We will talk with you and people you trust about how we are fixing the problem.



- We will treat you fairly and with respect.



- You will not be treated differently. Nobody is allowed to hurt you.



- You do not have to say who you are if you do not want to. This is called staying anonymous.



- We will keep your complaint private. We will only tell people who need to know to help us fix the problem.



- We will do everything that the law tells us to do to fix the problem.



- We will learn and make changes to stop the problem happening again.



How to make a complaint

You and your supporters can make a complaint to Life Without Barriers



- ✓ **Email**
complaints@lwb.org.au



- ✓ **Call**
1800 721 226



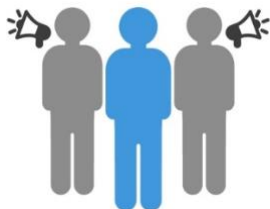
- ✓ **Website**
www.lwb.org.au



- ✓ **Mail**
National Complaints Manager
Life Without Barriers
PO Box 2226
DANGAR NSW 2309



If you have a question, talk to your support network.



You or your supporters can also talk to a public guardian or advocate.

They stand up for the rights of people with disability.



Call the number for your state or territory.

- ✓ **New South Wales**
02 8688 2600

- ✓ **Victoria**
1300 309 337
- ✓ **Tasmania**
1800 955 772
- ✓ **South Australia**
1800 066 969
- ✓ **Western Australia**
1300 858 455
- ✓ **Northern Territory**
1800 810 979
- ✓ **Queensland**
07 3738 9513
- ✓ **ACT**
02 6205 2222



You and your supporters can also talk to the NDIS Quality and Safeguards Commission.



- ✓ **Call**
1800 035 544
- ✓ **Website**
www.ndiscommission.gov.au

