

How to make a complaint



Sample Support Services



This is an **Easy Read** document.

About this guide



This guide is about **making a complaint**.



A complaint is when you tell us **something is wrong**.



You can ask someone to **help you read** this guide.

You can complain



You can tell us if you are **not happy** with our support.



It is **your right** to complain.



You will **not get in trouble** for complaining.



We will **still support you**.

How to tell us



You can tell us in the way
that **works for you**.



You can **talk** to any of our staff.



You can phone us on **0000 000 000**.



You can email us at
complaints@example.org.



You can ask
a family member, friend or **advocate**
to tell us for you.

Hard words



An **advocate** is a person
who helps you speak up.

What we will do



We will **listen** to you.



We will tell you we got your complaint **within 2 days**.



We will try to **fix the problem**.



We will tell you **what we did**.

If you are still not happy



You can tell the
NDIS Quality and Safeguards Commission.



Phone **1800 035 544**.



The call is **free** from a landline.



You can also go to
ndiscommission.gov.au



This guide was made by
Sample Support Services.

Sample. Sample Support Services
is not a real organisation.

inzention

Easy Read by Inzention.