





INDEPENDENT  
LIFE SERVICE

# Complaint Management



	This Easy to Read document is a summary of <b>another document</b>
	A friend, family member or a support person may be able to help you to read this document.

## What will we do?

<h1>BEST</h1>	We make sure our workers are doing a good job.
	We help: <ul style="list-style-type: none"><li>• Fix problems</li><li>• Our Worker provide better supports and services.</li></ul> We make sure our workers follow the rules and standards.
	We help participants speak up for themselves if they have: <ul style="list-style-type: none"><li>• been hurt</li><li>• been treated badly</li><li>• not been given what they were promised.</li></ul>

**PRIVATE**

Any personal information people give us will be protected and kept private.

We only share your information if we must:

- tell someone else
- keep you or someone else safe



We handle the complaints made regarding our services and workers.

We treat everyone fairly – we do not take sides.

## How do you make a complaint?



It is always ok to speak up.

You can talk to us when something goes wrong with your supports or services.



We call this a complaint.

Complaints help us learn how to:

- Have a better service support
- Have a safer environment for our participants and workers



You can complain about the services and supports when:

- something has gone wrong
- something is not working well
- something has not been done in a right way
- something makes you unhappy
- you have been treated badly.

## What do we do about complaints?



We:

- listen to complaints
- help people fix it

We handle complaints in a way that:

- helps participant gets what they want and need
- has good results
- is clear, simple and done the same way each time
- helps everyone know what they need to do
- helps make NDIS supports and services better
- suits the problem.

## How do you make a complaint to us?



- You can call us between 9am and 5pm, Monday to Friday.



- You can email us
- Or
- Complete Form02.Complaint Report Form



You can tell us if you are not happy with:

- the way we handled your complaint
- our decision.

We will:

- look at our decision
- think about whether we should change it.



In case, we could not satisfy you, you can make a complaint or feedback directly to NDIS Commission.

Any complaints can be made directly to NDIS Commission.



A complaint can be made to the NDIS Commission by:

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- [National Relay Service](#) and ask for 1800 035544.
- Completing a [complaint contact form](#).