

EASY READ COMPLAINTS

HOW TO FILE A COMPLAINT OR GIVE FEEDBACK



This document is to help you
Complain or give us **Feedback**

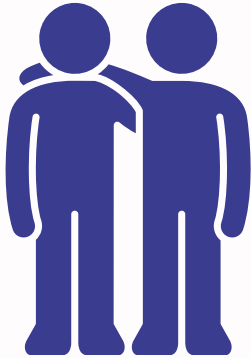


It is okay to complain if you are not happy. Tell us when you are upset about:

- Your supports
- Workers
- Us (Spot Therapy Hub)



You can talk to **Spot Therapy Hub** on
(02) 9326 6000



You can ask someone **you trust** to help you complain.



You can ask an **Advocate to help** you.

An **Advocate** is someone who speaks up for you if you cannot speak up for yourself.



Not sure who can help you?

Talk to the **practice manager** who will help you find someone.



We will try to **fix** your problem.
We will **talk** to you about your problem.



Shh!!
We will keep anything you say **private**.



Not Happy?

You can tell:
NDIS Commission

- 1800 03 55 44 (This is a free call from landlines)
- Or Online:
<https://www.ndis.gov.au/contact/feedback-and-complaints>