

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**

Spot Therapy Hub
Level 1, 111 Belmore Road, Randwick, NSW, 2031
Suite 101, Level 1, 35-45 Spring St, Bondi Junction, NSW, 2022
240 Birrell Street, Waverley, 2024
Suite 203/10 Century Circuit, Norwest, 2153
Ph: (02) 9326 6000
E: spot.reception@gmail.com
www.spottherapyhub.com.au





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/feedb ack-and-complaints

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