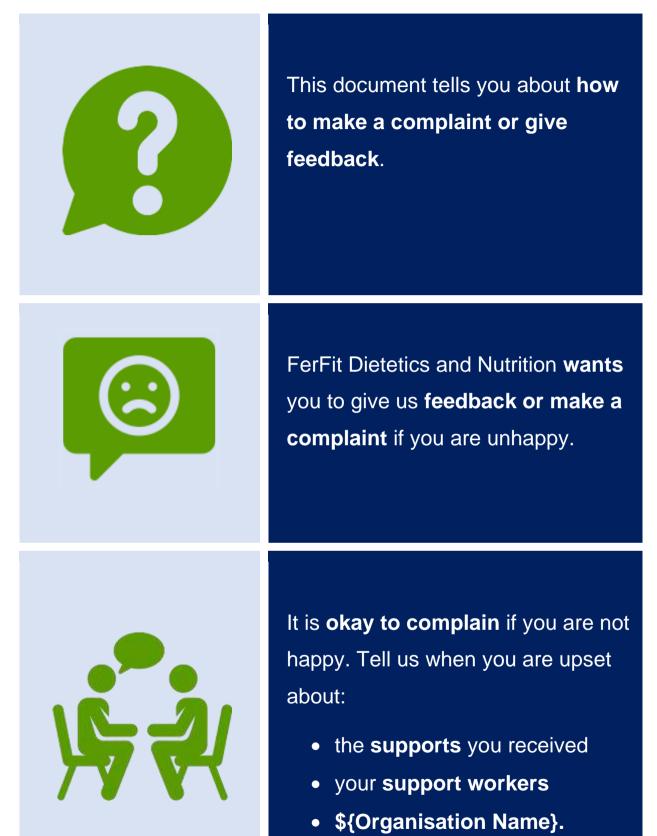


Complaints and Feedback Brochure

How do you file a complaint or give feedback?









If you do not feel comfortable telling us about your complaint, **you should tell someone you trust** like your:

- mum or dad
- brother or sister
- support worker.

Ask them to help you make a complaint.

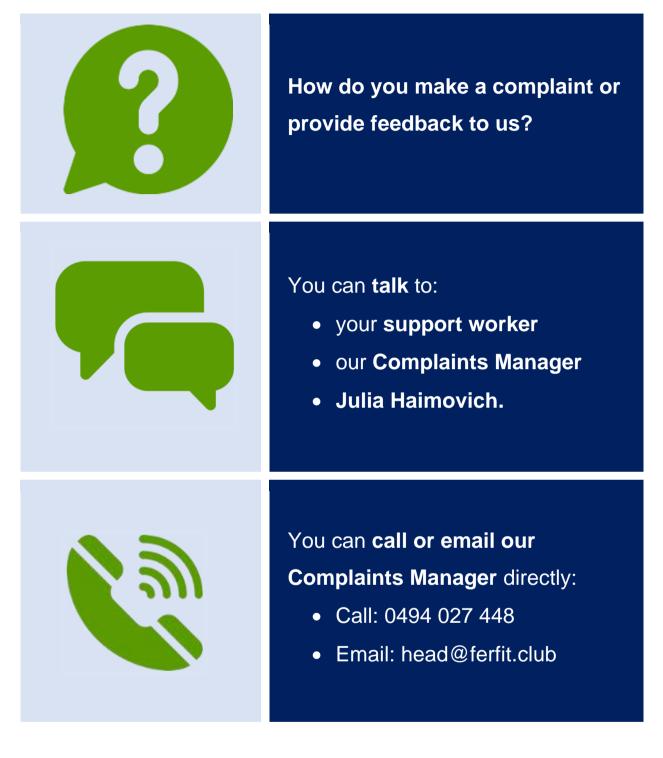
Or you can get help from a professional, independent advocate to make a complaint or provide feedback to us.



We can **help you find** an advocate if you want.

Ask Julia Haimovich to help you. Call them on 0494 027 448













You can make a **complaint and remain anonymous**.

Anonymous means we will not know who you are.



To be anonymous, use the Anonymous Complaint and Feedback Form provided at your intake meeting:

- **Complete the form** (your advocate can do this for you).
- Mail it back to us using the stamped, self-addressed envelope provided.





Remember, if you complain anonymously we cannot provide you with a response, as we will not know who you are.



We take **all complaints and feedback** we receive **seriously**.

They help us to make our service and supports better for you!



How do we manage your complaint or feedback?







