

FEEDBACK, COMPLIMENTS & COMPLAINTS

Your feedback — it's OK to complain!



Your feedback helps us improve — so you feel safer, happier, and get more out of our services.

WE WANT TO HEAR FROM YOU

We'll often ask for your feedback — and you can comment or complain at any time. Use this brochure, phone us, or ask our staff to help. They'll make sure the right people get your message, and your complaint will be kept private.

When you tell us what you like or don't like, we listen — and we'll try to change things if we can. You'll always receive a reply as quickly as possible.

COMPLIMENTS AND COMPLAINTS

Feedback can be compliments, comments or complaints. We love compliments — it means we're getting it right. If you're happy, we're happy!

If you're not happy, tell us. It's OK to complain — we won't be angry, so don't be shy. We need to know how you feel. Help us do better! We'll always listen and reply as quickly as we can.

You can also complain anonymously. If you don't leave your name we can't reply to you, but we'll still try to make things better.

GET HELP TO COMPLAIN

- From our workers
- From your family or friends
- From an advocate
- From the NDIS Commission

ADVOCATES

An advocate is trained to speak for you. If you're not sure how to find one, we can help. Advocates are a free service.

YOU CAN GIVE US FEEDBACK HERE

Name (optional):

What would you like to tell us?

IT'S OK TO COMPLAIN — HERE'S HOW TO REACH US

Write to us: Your Path Your Way, PO Box 255, Kinglake VIC 3763

Phone us: 1300 110 231

NDIS Quality and Safeguards Commission:

www.ndiscommission.gov.au · 1800 035 544 · TTY 133 677. Interpreters can be arranged.

Advocates can help you complain. The National Disability Advocacy Program can help you work with an advocate. Email disabilityadvocacy@dss.gov.au, or write to Disability, Employment and Carers Group, Department of Social Services, GPO Box 9820, Canberra ACT 2601 — or search “disability advocate” online.

This information is part of our Feedback, Compliments and Complaints Policy and Procedure. Ask us any time for the full copy.

Your Path Your Way Support Coordination · Registered NDIS provider
PO Box 255, Kinglake VIC 3763 · 1300 110 231 · enquiries@yourpathsc.com.au

There's no wrong way to reach us.