



Feedback & Complaints

EASY READ



This brochure has some hard words.

The first time you see a hard word –

- The word will be **blue**
- We will tell you what the word means



We have written this information in an easy-to-read way.



Sometimes we use pictures to help explain ideas.



You can ask for help to read and understand this information.
A friend, family member or support person might help.



We will explain things clearly and check that you understand.

Why do we like feedback and complaints?



We welcome receiving your **feedback** to make sure you are happy with our services.

Feedback is when you tell us what you think that is good.

For example:

- Staff are helpful
- You feel supported



Your **complaints** help us find ways to improve our services.

Complaints are when **you're not happy** and **you tell someone why**.



When you share your complaint, we learn and it helps us get better.

We make changes so it doesn't happen again.

What happens when you give feedback or a complaint?



We will not treat you differently if you tell us you're not happy, and we will keep supporting you.



Your personal information, feedback or complaint will not be shared with anyone without your **consent**.

Consent is when you say yes to us sharing information with others.



If you need help to make a complaint, we will support you.

A family member, friend or advocate may also help you make a complaint.



You can submit a complaint **anonymously** on our website.

If you submit a complaint anonymously, we won't know who it is from.

Anonymous complaints are still taken seriously, and we will still work to resolve the complaint.

What do we do when we get feedback or complaints?



We look at feedback and complaints and how we can make **improvements**.

Improvements are when we get better.

We manage complaints fairly, and we want to get a good result for you. We will keep you updated as we resolve your complaint.

Who to give feedback or complaints to



You can give feedback or complaints directly to YPYW by:

- Talking to your Support Coordinator
- Phone – 1300 110 231
- Email – enquiries@yourpathsc.com.au
- Website – www.yourpathyourway.com.au



If you are concerned about your complaint, you can also contact the NDIS Quality and Safeguards Commission on 1800 035 544 or at www.ndiscommission.gov.au