

Giving us feedback and making complaints

Information for you

Easy Read version



How to use this document



When you see the words 'we' or 'us', it means Hunter Disability Services (HDS).



We have written this document in an easy to read way.

We use pictures to explain some ideas.



We have written some words in **bold**. We explain what these words mean.

There is a list of these words on page 19.



You can ask for help to read this document.

A friend, family member or support person may be able to help you.

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What is this document about?



This document is about how we handle:

- feedback
- complaints.

Feedback



Feedback is when:

- you tell someone about a problem
- they fix it quickly.



Feedback doesn't need any more work.



You can also tell us when things go really well.

We call this positive feedback.

Complaints

A complaint is when you tell someone:



- something has gone wrong



- something is broken.



Complaints are more serious than feedback.

This document explains:



- how to make a complaint



- what we will do about your complaint.

This document is for:



- customers
- family members of customers
- service providers
- regulators – someone who checks our work.



We want to make sure we treat people who use our services fairly.



We want you to tell us what you think.



Complaints and feedback are important to us.

They help us make:



- our services better



- everyone feel safer.

When we are handling complaints, we need to show respect for:



- Aboriginal and Torres Strait Islander people



- people from different backgrounds and cultures.

Please tell us if you need:



- an **interpreter** – someone who speaks your language



- information in a different format.

How to make a complaint

1. Tell your Support Worker



If you have a complaint, tell your Support Worker



They will try to do something about the complaint you have made.



If they can't fix your complaint, ask for a *Complaint Form*.

These can be on paper or you can find a digital form on our website.

You can also phone us on (02) 40 440 540 and we can take your complaint over the phone.

2. Fill out our *Customer Complaint Form*



When you fill out our *Complaint Form*, you are making a formal complaint.

We take all formal complaints very seriously.



When you make a formal complaint, we will keep a record of your complaint in our files.



When you are making a complaint, you can ask for an **advocate**.

An advocate is someone who helps you speak up.

What we will do with your complaint



Your complaint will go to a manager

The Manager will:



- read your complaint



- contact you to try to fix your complaint directly or may talk with your advocate or Coordinator to help to support you.

When your complaint has been fixed, we will keep a record of:



- what your complaint was



- how we fixed it.



If the Manager can't fix your complaint, it will go to the Managing Director – the person in charge of all of our services.



The Managing Director will try to fix your complaint.



If you are not happy with how we handle your complaint, you can contact:



- **Disability Advocacy Service - Hunter (DASH)**

- **1300 365 085**



- the National Disability Insurance Agency (NDIA).

www.ndis.gov.au/about-us/contact-us/feedback-complaints



DASH or NDIA will work with us to fix your complaint.



We can help you contact DASH or NDIA.

When you give feedback or make a complaint, you will need to give the information below:

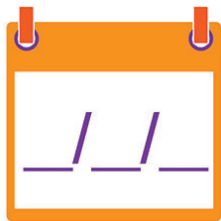
Name



Your name



Your phone number



Date

___/___/___

What would you like to tell us?



Feedback

Complaint

Please give us information so we can fix your complaint.

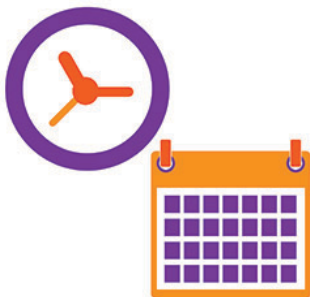
You can write:



- what happened



- where it happened



- when it happened



- who else was there.

Feedback and Complaints Form

Write your complaint below.



Your signature



If someone is helping you write this complaint:

- their name



- their relationship to you



- their signature

Contact us

We have ways you can contact us to:

- give us feedback
- make a complaint.



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Word list



Advocate

An advocate is someone who helps you speak up.



Complaint

A complaint is when you tell someone:

- something has gone wrong
- something is broken



Complaints are more serious than feedback.



Feedback

Feedback is when:

- you tell someone about a problem
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Disability Advocacy Service Hunter (DASH)

If you're not happy with how we handle your complaint, DASH can help.

Interpreter

An interpreter is someone who:



- speaks your language
- helps you understand what someone is saying.