



## **Easy Read –**

# **Complaints and Feedback**

How do you file a complaint or give feedback?



This document tells you about **how to make a complaint or give feedback.**



**Melbourne Disability Services** wants you to give us **feedback or make a complaint** if you are unhappy.



It is **okay to complain** if you are not happy. Tell us when you are upset about:

- the **supports** you received
- your **support workers**
- **Melbourne Disability Services**



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 our Melbourne Disability Services to help you. Call them on (03) 8351 9901.



**How do you make a complaint or provide feedback to us?**



You can **talk** to:

- your **support worker**
- our **Complaints Manager**
- the **Operations Manager**



You can **call or email** our **Complaints Manager** directly:

- Call: (03) 8351 9901
- Email:  
[admin@melbournedisabilityservices.com](mailto:admin@melbournedisabilityservices.com)



You can fill out the **Complaints and Feedback Form** and mail it to the Complaints Manager:  
219/1510 Pascoe Vale,  
COOLAROO VIC 3048

Ask the Complaints Manager or your support worker for a copy of the form.



You can fill in the participant survey we send to you every year.



You can make a complaint at any time directly to the **NDIS**

**Commission:**

Call: **1800 03 55 44**

Or go to their website:

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



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?**



Our **Complaints Manager** will:

- **talk** with you about your problem
- **write** everything you say down
- **plan** to fix your problem.



Our **Complaints Manager** will:

- try to **fix your problem**
- **contact you regularly** to tell you how the problem is being fixed.



To keep you safe, if your complaint or feedback involves someone being **put in serious danger or being hurt** we will tell the police and the NDIS.





**We keep everything you tell us private.**



**If you are unhappy with the way we handled your feedback or complaint, you can tell the NDIS Commission:**

- Call: **1800 03 55 44** (free call from a landline)
- Go to their website:  
**[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)**