

Easy Read - Feedback and Complaints Police

About this Form

This policy talks about giving feedback.



Your Rights

You can tell us what we are doing well.



You can make a complaint if you are unhappy about something.



You can give us feedback about our services.



Our Responsibilities

We will listen to you.



We will take your concerns seriously.



We will treat you with respect.



We will work with you to find a solution.



What is feedback?

Feedback is when you tell us what you think about our service.



It can include suggestions for improvements or positive comments.



What is a complaint?

A complaint is when you are unhappy with something.



This can be about our service or a staff member.



I could be about a decision we make, or how we handled a complaint.



How to make a complaint

You can make a complaint at any time.



You can do this by talking to a staff member or writing us an email or letter.



You can use our anonymous survey.



You can contact someone else like the NDIS Quality and Safeguards Commission.



Can I get help?

Yes, you have the right to access help.



You can ask your family or a friend.



You can ask an advocate or another support person.



Whoever you chose can help you to make a complaint.



What happens after I make a complaint?

We will listen to you and record your feedback.



We will let the Director know about your concerns.



We will contact you within 24 hours to acknowledge your concerns.



We will investigate your complaint and keep you informed about what is happening.



We will talk to you about the outcome, and give you a written response.



What if I'm not happy with the outcome?

If you are not happy with the outcome of the complaint, you can talk to someone else.



You can talk to the NDIS Quality and Safeguards Commission.



**NDIS Quality
and Safeguards
Commission**

Will my information be kept private?

Yes.



We only collect information we need for the complaint.



We will only share your information with people who need to know to manage the complaint.



You can ask to remain anonymous.



How we use feedback

Feedback and complaints help us to improve our service.



They help us improve staff training.



They help us give good quality and safe services.



Need help?

If you want our help, tell us.



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