

Easy Read: Feedback and Complaints Policy

What is Feedback?

Feedback is when you tell us what you think about our services. You can tell us what you like or what we can do better.

What is a Complaint?

A complaint is when you are not happy with something. You can tell us if something is wrong or if you feel unsafe.

Your Rights

You have the right to speak up. We will listen and take your feedback or complaint seriously.

You have the right to:

- Be treated with respect
- Be safe and heard
- Complain without being treated badly
- Get help to make a complaint

How You Can Give Feedback or Make a Complaint

You can:

- Talk to a staff member
- Call us on 0452 518 900
- Email us at admin@positivepathwaysservices.com
- Fill out a feedback or complaint form

What Happens Next?

We will:

- Listen to what you have to say
- Look into what happened
- Try to fix the problem
- Let you know what we did

If You Are Not Happy With Our Response

You can contact the NDIS Quality and Safeguards Commission:

Website: www.ndiscommission.gov.au

Phone: 1800 035 544

You can also ask someone you trust to help you.