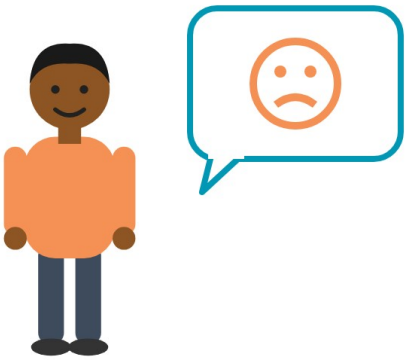
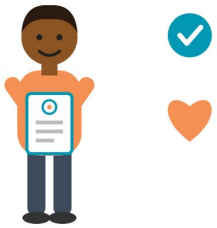
Making a Complaint

Easy Read: complaints, compliments and feedback



This is an **Easy Read** document.
A support person can read it with you.
Words in **blue** are explained on the **Hard words** page.

About this document

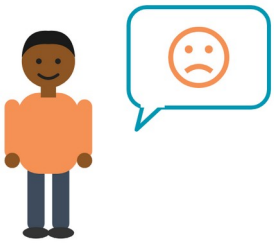


This document tells you how to tell us when you are **not happy**.

You can also tell us when you are happy.

We call ourselves **PPS**.

You have the right to complain



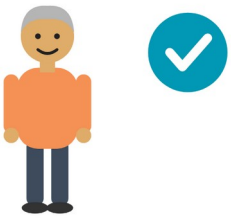
You can complain about any part of your support.

It is OK to complain.

You will **not** get in trouble.

Your support will **not** stop because you complained.

What you can tell us



Something you are not happy with.

Something that went wrong.

An idea to make things better.

Something we did well. This is a **compliment**.

How to tell us

Tell your support worker or support coordinator.

Call PPS on **0452 518 900**.

Email **admin@positivepathwaysservices.com**

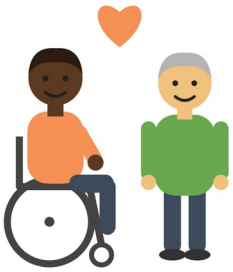
Use the **chat box** on our website.

Fill in the form at the back of this document.

Or post a letter to: PPS, Suite 1733, 17 Gould Road, Herston QLD 4006.

This address is for **letters only**.

You can have help



A family member, friend or **advocate** can help you.

They can make the complaint for you if you want.

We can get an **interpreter** for you. It is free. Call **131 450**.

You do not have to give your name

You can complain without giving your name. This is called **anonymous**.

If we do not know who you are, we cannot tell you what we did.

What we will do

We will tell you we got your complaint within **1 working day**.

We will listen and look into it.

We will ask you what you would like to happen.

We will try to fix it within **28 days**.

We will tell you what we did.

We keep your complaint **private**. Only people who need to know will see it.

If you are still not happy

You can talk to the **NDIS Commission**. It is free.

Call **1800 035 544**. TTY **133 677**.

Or use the **National Relay Service** and ask for 1800 035 544.

Website: www.ndiscommission.gov.au

My complaint form

You can fill in this form yourself or with help. Give it to your worker, email it to **admin@positivepathwaysservices.com** or post it to Suite 1733, 17 Gould Road, Herston QLD 4006.

My name (you can leave this blank)

My phone or email

How do you want us to contact you? Tick one or more.

- ☐ Phone
- ☐ Email
- ☐ Text message
- ☐ Letter
- ☐ Through my support person

What happened?

What would you like to happen?

I would like help with my complaint from:

- ☐ A family member or friend
- ☐ An advocate
- ☐ An interpreter

Name and phone of my helper

Sign

Date

Hard words

Complaint	Telling us you are not happy about something.
Compliment	Telling us we did something well.
Feedback	Telling us what you think, good or bad.
Advocate	A person who helps you speak up for what you want.
Anonymous	Not giving your name.
Interpreter	A person who helps you understand in your own language.
NDIS Commission	The government group that checks NDIS providers do the right thing.
Private	Kept safe. Only people who need to know can see it.
Working day	Monday to Friday, not public holidays.

Document control

Version	Date	Endorsed by	Next review
2.0	21/10/2026	Sheillah Kerich, Director	10/2027

Based on policy CM.3.5 Feedback, Compliments and Complaints.