



CHILDREN'S THERAPY SERVICES

# EASY READ COMPLAINTS

## HOW TO FILE A COMPLAINT OR GIVE FEEDBACK?



This document is to help you **Complain** or give us **Feedback**.



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

- Your supports
- Workers
- Us Children's Therapy Services



You can talk to **Children's Therapy Services** on **03 5221 1078**.



You can ask someone **you trust** to help you complain.



You can ask an **Advocate** to help you.  
An **Advocate** is someone who speaks up for you if you cannot speak up for yourself.



Not sure who to help you.  
Talk to your **Therapist or our Office Manager** who will help you find someone.



We will try to **fix** your problem.  
We will **talk** to you about your problem.



Shh!!  
We will keep anything you say **private**.



### **Not Happy?**

You can tell:

#### **NDIS Commission**

1800 03 55 44 (This is a free call from landlines)

Or online

<https://www.ndiscommission.gov.au>