# EASY READ COMPLAINTS

HOW TO FILE A COMPLAINT

OR GIVE FEEDBACK?



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

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|  | It is okay to complain if you are not happy. Tell us when you are upset about:* Your supports
* Workers
* Us (Wattle Tree Country Retreat)
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|  | You can talk to **Wattle Tree Country Retreat** on (03) 54632554. |

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

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

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|  | Not sure who to help you. Talk to (The manager at Wattle Tree Country Retreat) who will help you find someone. |

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

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

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|  | **Not Happy?**You can tell:**NDIS Commission**1800 03 55 44 *(This is a free call from landlines)* |