

# COMPLAINTS- HOW TO FILE A COMPLAINT OR GIVE FEEDBACK

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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 (Cootharinga)



You can talk to us on **07 4759 2000**

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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 Service Manager 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.



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)