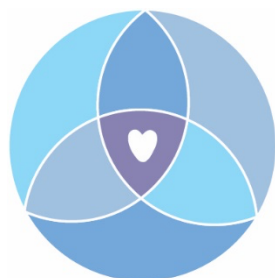


Accept
Ability Always
building♥better♥lives

Feedback and Complaints Policy



This policy is written by Accept Ability Always.

When you see the word 'we', this means
Accept Ability Always.



A policy tells you how we will work with you.

This policy is written in an easy to read way.

We use pictures to explain some ideas

Bold

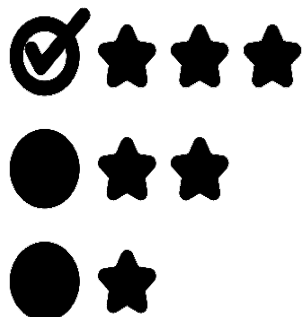
We have written some words in bold. This
means the letters are thicker and darker.

Not Bold

We explain what these words mean.

About this Policy

This policy tells you about how we manage **feedback** and **complaints**.



Feedback means telling Accept Ability

Always anything that has happened as part of your support. This could be things you do or do not like, or ideas on how to do things differently.

We like hearing about feedback because it helps us keep doing things better.



A **complaint** is when something has gone wrong. We have done something that has made you upset, or you do not think is right.

We want to hear about complaints to help make things better.

This policy will tell you

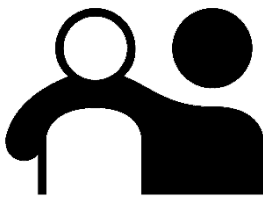


- How you can give feedback
- How you can make a complaint
- How we will help with a complaint
- Who can help if you are not happy with the complaint

How to give Feedback



We are happy to hear any feedback. It helps us to make sure you get good services.



If you tell us something you want changed, it is okay. We will not make you feel bad about telling us.

We will ask you for feedback through:



- Phone calls



- Surveys



- Service review meetings



You can tell any staff at Accept Ability
Always your feedback at any time.

You can also use **our website** to tell us.

How we Manage a Complaint



It can feel scary to make a complaint, but it will be okay. Your services will not be affected if you make a complaint.



We will keep the complaint private, unless you need to tell someone by law or you tell us it is okay.



We will listen to your complaint and try to figure out what happened and why.

We will try to fix things so that it doesn't happen again.

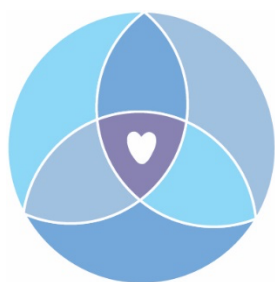


We will be fair about the complaint. We will work to get a good result everyone is happy with.



We will keep in touch as we are working on your complaint. We will ask you how you want to hear from us.

Making a Complaint



You can tell Accept Ability Always about the complaint by:

- Telling any staff
- Calling 0450 132 088
- Using **our website**
- Emailing

feedback@acceptabilityalways.com



NDIS Quality
and Safeguards
Commission

You can let the NDIS Commission know by:

- Calling 1800 035 544
- Filling an online form on [this website](#)



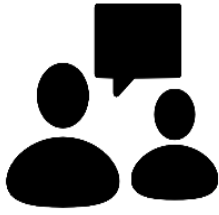
You can let the Health and Disability Services Complaints Office know by:

- Calling 1800 813 583
- Filling an online form on [this website](#)

More about this Policy



We will help you with any questions you have about this policy. You can talk to any staff at Accept Ability Always.



If you think we have not followed this policy we want to know. You can tell us by:

- Talking to anyone from Accept Ability Always.



- Email
feedback@acceptabilityalways.com.au

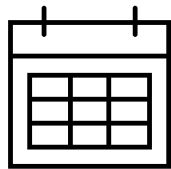


- Call Christine Figueiredo on
0450 132 088



If you are not happy about what has happened you can make a complaint.

You can tell the NDIS Commission or the Health and Disability Services Complaints Office. Their details are above in this policy.



This policy was written in October 2024.

If we change the policy, we will put a new easy read on **this website.**