



# **Easy Read – Complaints and Feedback**

How do you file a complaint or give feedback?



This document tells you about **how to make a complaint or give feedback.**



Bea Care wants you to give us **feedback or make a complaint** if you are unhappy.



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

- the **supports** you received
- your **support workers**
- **Bea Care**



If you do not feel comfortable telling us about your complaint, **you should tell someone you trust** like your:

- mum or dad
- brother or sister
- support worker.

**Ask them to help you make a complaint.**



Or you can get help from a **professional, independent advocate** to make a complaint or provide feedback to us.



We can **help you find** an advocate if you want.

Ask our Disability Service Manager to help you. Call them on **0421 463 697**



**How do you make a complaint or provide feedback to us?**



You can **talk to:**

- your **support worker**
- our **Complaints Manager**
- the **Disability Service Manager**



You can **call or email our Complaints Manager** directly:

- Call: **0421 463 697**
- Email: **info@beacare.com.au**



You can fill out the **Complaints and Feedback Form** and mail it to the Complaints Manager:

**323 High Street Golden Square**

Ask the Complaints Manager or your support worker for a copy of the form.



You can fill in the **participant survey** we send to you every year.



You can make a complaint **at any time** directly to the **NDIS**

**Commission:**

Call: **1800 03 55 44**

Or go to their website:

**[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)**



You can make a **complaint and remain anonymous.**

Anonymous means we will not know who you are.



To be anonymous, use the **Anonymous Complaint and Feedback Form** provided at your intake meeting:

- **Complete the form** (your advocate can do this for you).
- **Mail it back to us** using the stamped, self-addressed envelope provided.



**Remember**, if you complain anonymously we **cannot provide you with a response**, as we will not know who you are.



We take **all complaints and feedback** we receive **seriously**.

**They help us to make our service and supports better for you!**



**How do we manage your complaint or feedback?**



**Our Complaints Manager will:**

- **talk** with you about your problem
- **write** everything you say down
- **plan** to fix your problem.



**Our Complaints Manager will:**

- try to **fix your problem**
- **contact you regularly** to tell you how the problem is being fixed



To keep you safe, if your complaint or feedback involves someone being **put in serious danger or being hurt** we will tell the police and the NDIS.



We **keep** everything you tell us **private**.



If you are **unhappy** with the way we handled your feedback or complaint, you can **tell the NDIS Commission**:

- Call: **1800 03 55 44** (free call from a landline)
- Go to their website:  
**[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)**