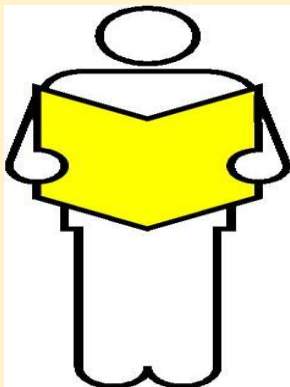
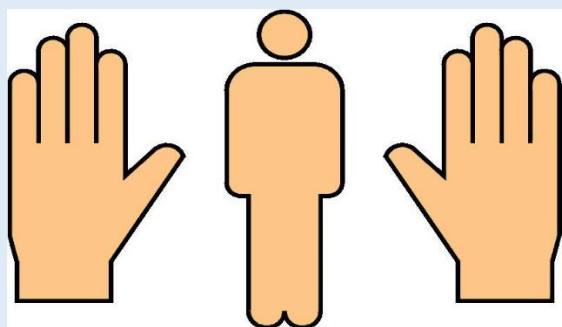


# About Complaints



**This information is written in an easy to read way.**

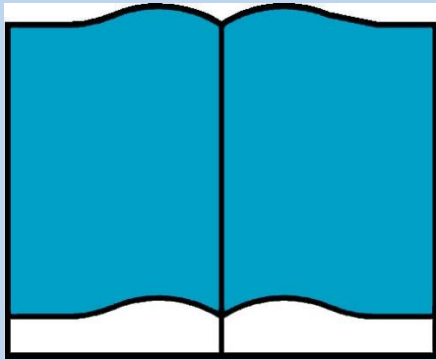
**We use pictures to explain some ideas.**



**You can ask for help to read this information.**

**A family member, friend or support person may be able to help you.**

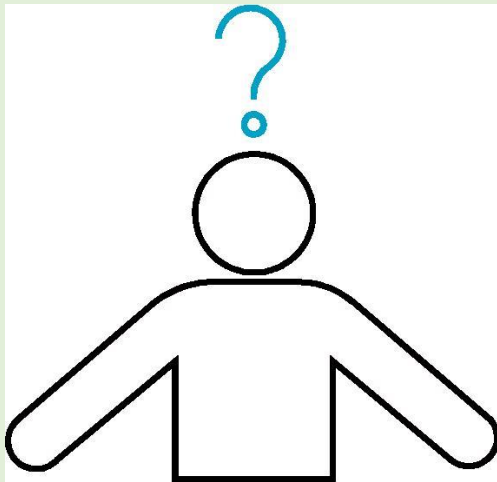
**Let us know if you would like us to help you.**



**This Easy Read information is a shorter version of another document.**

**You can ask us for a copy of the longer document.**

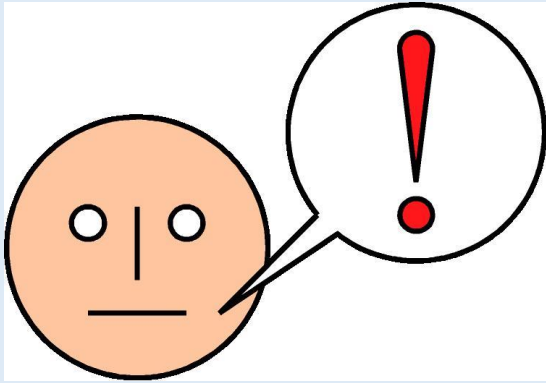
**BP 1.2 Feedback and Complaints Management**



**This fact sheet is about how to make a complaint.**

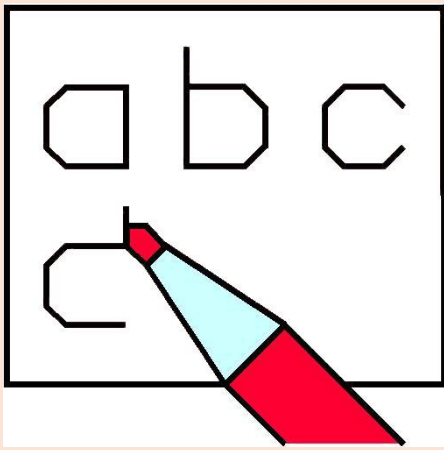
**You have the right to complain about our service. It is ok to complain.**

**When things go wrong, we can learn from our mistakes and make service better.**

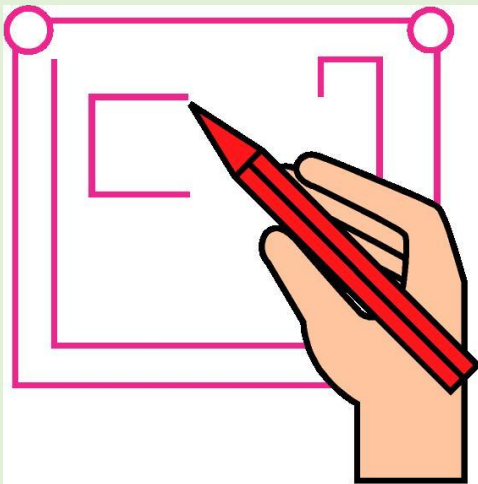


**You can make a complaint in different ways.**

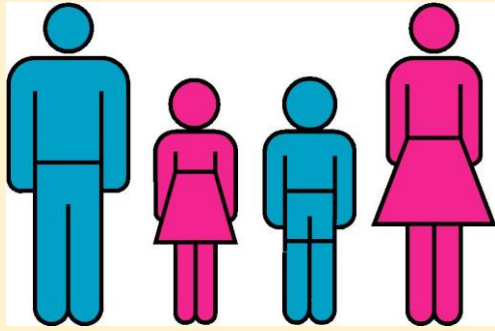
- **You can tell someone you have a complaint**



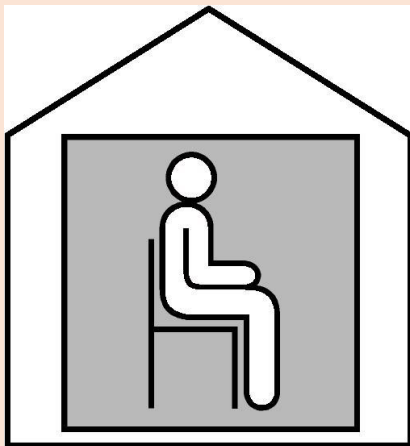
- **You can write a complaint or use a complaint form.**



- **You can draw a picture of what went wrong**

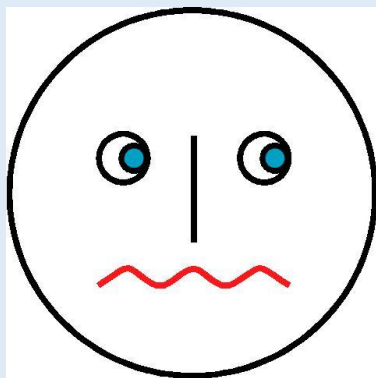


**People who support you can help you to complain. This means that your family, friends or other people can complain for you.**



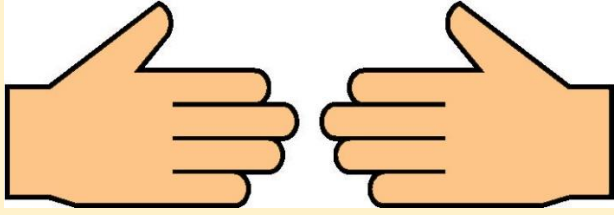
**We will keep your complaint private**

**Only people who try to fix the problem will be told about your complaint.**



**You will not be in trouble for complaining.**

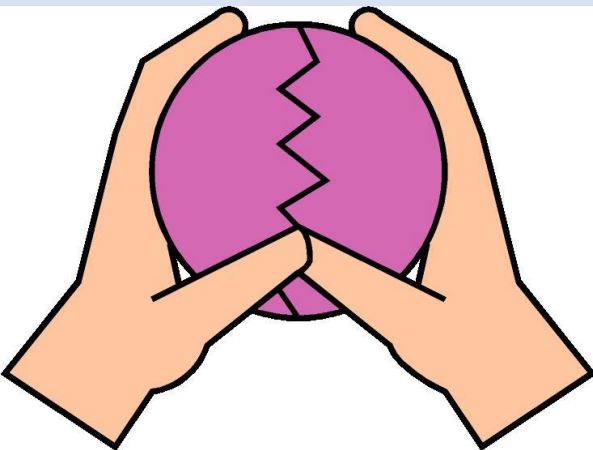
**We will not make you feel bad for saying something is wrong with the service you use.**



**We will be honest and fair.**



**We will try to fix the problem quickly.**

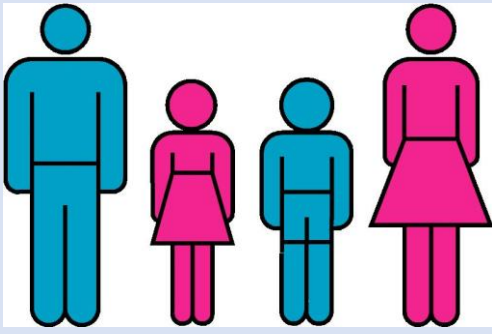


**We will tell you what we did to fix your complaint.**

**We will work hard to make our service better.**

**This is who to contact if you have a complaint:**

**[feedback@myplanmanger.com.au](mailto:feedback@myplanmanger.com.au)  
1800 861 272**



**If you require further support you can contact your local disability advocate -**

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

