

your Feedback

Your feedback helps us to improve, so that you will feel safer, happier and get more out of our services.

We will often ask you for feedback. You can also comment or complain at any time. You can use this brochure, or phone us, or ask our staff to help. They will make sure the right people get your message. Your complaint will be kept private.

When you tell us what you like or don't like, we will listen. And we will try to change things if we can.

You will always receive a reply as quickly as possible.

This information is part of the *Feedback, Compliments and Complaints Policy and Procedure*. If you wish to read the entire policy, we are happy to provide a copy.

it's OK to Complain!

Tell us what you think.

Write to us:

Paralogic Pty Ltd
4/86 Quanda Road
Coolumb Beach QLD 4573

Phone us:

1300 727 222

Contact the NDIS Commission

web: www.ndiscommission.gov.au

phone: 1800 035 544

TTY: 133 677.

Interpreters can be arranged.

Advocates can help you complain

The National Disability Advocacy Program can help you work with an advocate.

Email them at:

disabilityadvocacy@dss.gov.au

Or write to:

Disability, Employment and Carers Group
Department of Social Services
GPO Box 9820
Canberra ACT 2601

Or search "disability advocate" online.



PARALOGIC

www.paralogic.com.au

1300 727 222



FEEDBACK POLICY
Compliments and Complaints

your
Feedback
is important

Compliments and complaints

To give you better and better services, we need your feedback.

Feedback can be compliments,
comments or complaints.

We love to hear compliments.
That means we are getting it right.
If you are happy, we are happy!

If you are not happy, tell us.
It's OK to complain.

We won't be angry. So don't be shy.
We need to know how you feel.
Help us to do better!

We will always listen and reply to complaints, as quickly as possible.

You can complain anonymously. If you don't leave your name, we can't reply to your complaint. But we will still try to make things better.

Complaints *form*

You can provide feedback here

This image shows a blank sheet of white paper with horizontal green lines, resembling notebook paper. The lines are evenly spaced and run across the width of the page. At the bottom left corner, the word "Name:" is printed in a green font, followed by a short horizontal line for writing.

helping you make Complaints

Get help to complain

- from our workers
- from your family or friends
- from an advocate
- from the NDIS Commission

Advocates

An advocate is trained to speak for you.

If you are not sure how to
find an advocate, we can help.

Advocates are a free service.

NDIS Commission

You don't have to talk with us.
If you have a serious complaint,
you can tell the NDIS Commission.