



Easy Read – Complaints and Feedback

How do you file a complaint or give feedback?



Prepared for:

Name	
Address	
Date	



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



iExcel Support 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**
- **iExcel Support**.



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 Practice Manager to help you.
Call them on 0493 556 420.



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



You can **talk** to:

- your **support worker**
- our **Complaints Manager**
- the **Practice Manager**.



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

- Call: 0493 556 420
- Email:
complaints@iexcelsupport.com.au



You can fill out the **Complaints and Feedback Form** and mail it to the Complaints Manager:
2/130 Grafton St Cairns 4870

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



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



info@iexcelsupport.com.au

ABN:41 660 136 185

Phone: 07 4053 9441
