



# Easy Read – Complaints and Feedback

How do you file a complaint or give feedback?

Prepared for:

|                |  |
|----------------|--|
| <b>Name</b>    | Wholechild Specialists   |
| <b>Address</b> | 111 Moulder Street ORANGE NSW 2800<br>55 Kite Street ORANGE NSW 2800 |
| <b>Date</b>    | 1 <sup>st</sup> May 2023   |



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



**Wholechild Specialists** 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**
- **Wholechild Specialists**



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 Administration Team to help you.  
Call them on 6361 9967.



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



You can **talk to:**

- your **clinician** or **support worker**
- the **Administration Team**



You can **call or email our Senior Business Administrator** directly:

- Call: 6361 9967
- Email:  
[admin@wholechildspecialists.com.au](mailto:admin@wholechildspecialists.com.au)



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

**Wholechild Specialists**  
**Attn: Senior Business Administrator**  
**111 Moulder Street**  
**ORANGE NSW 2800**

Ask your clinician or the Administration Team 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 Feedback link** located on our website or submit the **Complaint and Feedback Form** available in the **NDIS Client and Information Policy Pack** provided at **your initial appointment**:

- **Complete the form** (your advocate can do this for you).
- **Mail it back to us or place it in the Feedback box** located in the Clinic waiting room.



**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 Senior Business Administrator will:

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



Our Senior Business Administrator will:

- try to **fix your problem**
- **contact you regularly** to tell you how the problem is being fixed (if required).



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)**