

Feedback and Complaints – Easy Read

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What this document will do?



This document will help you to understand:



What are feedback and complaints.



How to get help.



How we respond to your feedback or complaint.



Why it is important you share this information with us.



It tells you what you can expect from us.

What is Feedback?



It's when you tell us what you think about the service you are getting.



This might be when we do a good job, or if you think of ways, we can do things differently.



Giving us feedback about the service you receive, helps us to do better.

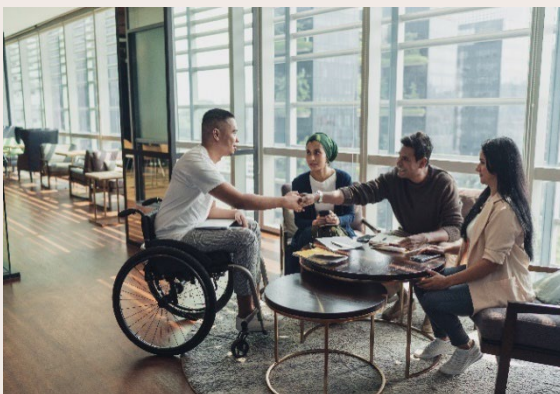
What is a Complaint?



A complaint is where you tell us that you are not happy with your service or supports.



Telling us if something isn't right, helps us to do better.



You don't have to make a complaint on your own.



You can get someone to help you make a complaint.



This might be your family, friends or one of your support team.



It could also be an advocate. An advocate will work with you.

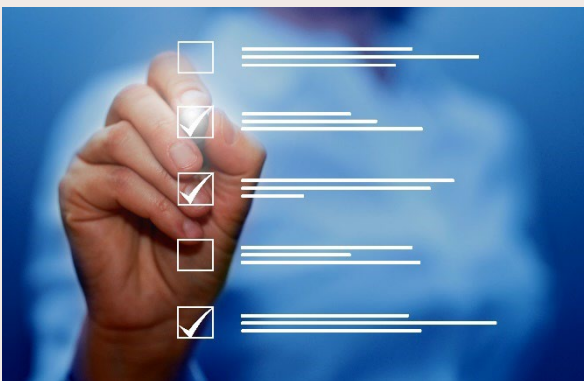


An advocate can assist in making sure you know your rights and can sort out any issues you may have.

What will we do about your complaint?



We will listen to you and try to understand the problem and how it can be fixed.



If we can fix it straight away, we will.



If we can't, we will let you know how long it might take.



We might ask questions like:

- What happened or did not happen?
- When did it happen?
- Where did it happen?
- Who was involved?
- What would you have liked to have happened?



We will ask you what you would like done.



If you are uncomfortable sharing information with us at any time, let us know.



We may need to ask other people what happened and take action, so it doesn't happen again.



You will not be treated differently if you make a complaint.



We will **ask you** before we tell anyone else about your complaint, unless we have a legal obligation, or someone is in danger.



If you would like to make a complaint, please contact your Tenant Specialist, or scan the QR code on the next page. If you are not satisfied, you can contact the General Manager – Tenant Experience.

Feedback and Complaints



Liverty Housing Contact Us Information:

Feedback and complaints form (QR Code)

General Phone: 1300 156 555

General Email: feedback@liverty.org.au

If you are NOT satisfied or do not want to talk to us about it:



You can make a complaint to the NDIS Quality and Safeguards Commission or the NDIA.



Complaints to the NDIS Commission can be lodged via:

Phone: 1800 035 544

Website: www.ndiscommission.gov.au; ([For Participants - Make a Complaint | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](#))



Complaints to the NDIA can be lodged via:

Phone: 1800 800 110



Thank you for your feedback or complaint.

It helps us to:

- Understand your wants and needs.
- Deliver better service.
- Keep improving the way we do things.

We hope we can continue to deliver the quality service you deserve.