

How to Make a Complaint



Easy read booklet for Focus people



You can get help with this book



You can get someone to help you



Read this booklet



Know what this booklet is about.



Find more information for you.

About this Book



This book is about how to make a **complaint**

Complaint means



You are not happy about something

and



You tell someone.



We want you to tell us



If you are not happy about something we are doing or not doing



You can ask your family, a friend, or a staff member you trust to help you make a complain



You can also ask us to help you find an advocate



An advocate is someone who will support you to speak up and be heard



They can help find information



They can speak on your behalf.

What can you complain about?



You can complain about Focus services



That are bad



That are not safe



You can complain about how a staff member made you feel



Your complaint will be written down



But it will be kept private too



Private means we will only share
your personal information

if you say **yes**



Or if you are not safe



Someone who is not involved with the issue will listen to your complaint



You will be told what is happening as your complaint is handled



You will be treated fairly.



Nothing bad will happen to you because of your complaint



We will let you know in writing when the complaint has been settled



**NDIS Quality
and Safeguards
Commission**

If you are still not happy you can speak to the NDIS Commission at any time about your complaint

Get in touch

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This easy read booklet information was made by **focus** Individualised Support Services .

