



# Complaints Procedure Easy Read

Version Number: 2
Approved Date: May 2020
Effective Date: May 2020
Review Date: May 2022



This information is written in an easy to read way. We use pictures to explain some ideas.



You can ask for help to read this information.

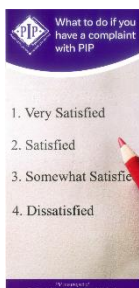
A family member, friend or support person may be able to help you.

Let us know if you would like us to help you.



This Easy Read information is a shorter version of another document.

You can ask us for a copy of the longer document.



At your first PIP session, you will be offered a Complaints brochure.



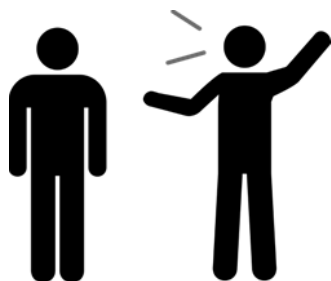
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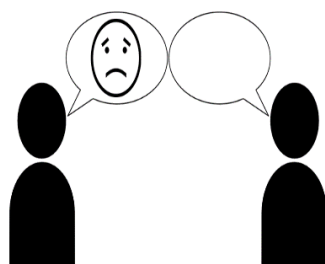
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If you are not happy with our service, you have the right to complain. It is ok to complain.

When things go wrong, we can learn from our mistakes and make service better.

You can make a complaint in different ways.



- You can tell someone you have a complaint, like your PIP Counsellor or Educator, or the PIP Programme Coordinator

- You can write a complaint or use our Service Complaint Form

<https://shq.org.au/wp-content/uploads/2022/03/PIP-Service-Complaint-Form-May-2020.pdf>

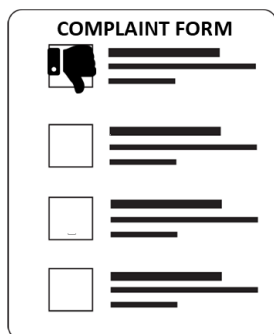
- You can also contact the NDIS Commission

<https://www.ndiscommission.gov.au/> 1800 035 544

- Or you can contact the Health and Disability Services Complaints Office

<https://www.hadscow.a.gov.au/home/>

or (08) 6551 7600



People who support you can help you to complain. This means that your family, friends or other people can complain for you.



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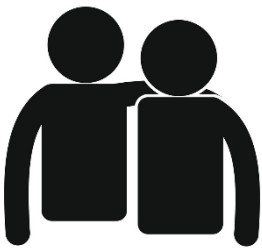
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We will keep your complaint private.

**CONFIDENTIAL**

Only people who try to fix the problem will be told about your complaint.



You will not be in trouble for complaining.

We will not make you feel bad for saying something is wrong with the service you use.



We will be honest and fair.



We will try to fix the problem within 14 days.



We will tell you what we did to fix your complaint.



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### **This is who to contact if you have a complaint:**

Francis Townsend  
People 1<sup>st</sup> Programme  
PO Box 141 Northbridge WA 6865  
Email: [Francis.Townsend@pip.org.au](mailto:Francis.Townsend@pip.org.au)  
Phone: 08 9227 6414