

# *your* Feedback

Your feedback helps us to improve, so that you will feel safer, happier and get more out of our services.

We will often ask you for feedback. You can also comment or complain at any time. You can use this brochure, or phone us, or ask our staff to help. They will make sure the right people get your message. Your complaint will be kept private.

When you tell us what you like or don't like, we will listen. And we will try to change things if we can.

You will always receive a reply as quickly as possible.

This information is part of the Complaint Handling Policy. If you wish to read the entire policy, we are happy to provide a copy.

# *it's OK to* Complain!

## Tell us what you think.

Write to us:

### HR+ Tasmania

Level 1, 37 Frederick Street,  
Launceston Tas 7250

Phone us:

(03) 6332 8600

## You can contact the NDIS Commission

Web: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

Phone: 1800 035 544

TTY: 133 677

Interpreters can be arranged.

## Advocates can help you complain

Advocacy organisations that you can ask for help. Contact them at:

### Advocacy Tasmania

Email: [contact@yoursaytas.org](mailto:contact@yoursaytas.org)

Phone: 1800 005 131

### Speak Out

Email: [admin@speakoutadvocacy.org](mailto:admin@speakoutadvocacy.org)

Phone: (03) 6343 2022

Or search "disability advocate" online.



For the  
wellbeing  
of Tasmanians



**FEEDBACK POLICY**  
Compliments and Complaints

# *your* Feedback *is important*

## Compliments and complaints

To give you better and better services, we need your feedback.

Feedback can be compliments, comments or complaints.

We love to hear compliments. That means we are getting it right. If you are happy, we are happy!

If you are not happy, tell us. It's OK to complain.

We won't be upset. So don't be shy. We need to know how you feel. Help us to do better!

We will always listen and reply to complaints, as quickly as possible.

You can complain anonymously. If you don't leave your name, we can't reply to your complaint. But we will still try to make things better.

# Complaints *form*

## You can provide feedback here

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Name : \_\_\_\_\_

# *helping you* make Complaints

## Get help to complain

- from our workers
- from your family or friends
- from an advocate
- from the NDIS Commission

## Advocates

An advocate is trained to speak for you.

If you are not sure how to find an advocate, we can help.

Advocates are a free service.

## NDIS Commission

You don't have to talk with us. If you have a serious complaint, you can tell the NDIS Commission.