Easy Read –

Complaints and Feedback

How do you file a complaint or give feedback?

Prepared for:

Name	
Address	
Date	



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



Kuremara Care 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**
- **Kuremara Care.**



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 Managing Director to help you. Call them on 07 3736 0999

or

Mob: 0490 873 118



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



You can **talk** to:

- your **support worker**
- our **Complaints Manager – Saru Chifadza**
- the **Managing Director**



You can **call or email our Complaints Manager** directly:

Call: 07 3736 0999 or Mob: 0490 873 118

- Email: admin@kuremaracare.com.au



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

Complaints Manager

Physical Address:

Kuremara Care

PO Box 67

Indooroopilly QLD 4068

Ask the Complaints Manager or your support worker 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



You can make a **complaint and remain anonymous.**

Anonymous means we will not know who you are.



To be anonymous, use the **Anonymous Complaint and Feedback Form** provided at your intake meeting:

- **Complete the form** (your advocate can do this for you).
- **Mail it back to us** using the stamped, self-addressed envelope provided.



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 **Complaints Manager** will:

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



Our **Complaints Manager** will:

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



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**