

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 *Feedback, Compliments and Complaints Policy and Procedure*. 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:

Michelle O'Brien
The Little Bookworm
323 Springvale Rd,
Forest Hill, Vic, 3131

Phone us:

03 9878 2578

Email us:

michelle@thelittlebookworm.com.au

Contact the NDIS Commission

web: www.ndiscommission.gov.au
phone: 1800 035 544
TTY: 133 677.

Interpreters can be arranged.

Advocates can help you complain

The National Disability Advocacy Program can help you work with an advocate.

Email them at:

disabilityadvocacy@dss.gov.au

Or write to:

Disability, Employment and Carers Group
Department of Social Services
GPO Box 9820
Canberra ACT 2601

Or search "disability advocate" online.

The Little Bookworm **Compliments and Complaints**



The Little Bookworm

Enhancing speech, language and literacy



FEEDBACK

POLICY

**Compliments and
Complaints**

your **Feedback is important**

Complaints form

helping you make **Complaints**

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 angry. 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.

You can provide feedback here

Name: _____

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.