

National 360

Easy Read – Complaints and Feedback

How do you file a complaint or give feedback?



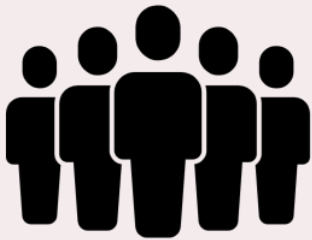
This document tells you about **how to make a complaint or give feedback.**



National 360 wants you to **make a complaint** or compliment as we like to hear about your experience.



It is **okay to complain** if you are not happy. Tell us when you are upset about the service you received.



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
- Support coordinator
- Advocate
- Plan manager

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.



You can find an advocate using the [Disability Advocacy Finder](#)



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



You can **talk** to:

- Your **therapist**
- Your **support worker**
- Your **support coordinator**
- **Plan manager**
- **National 360 Client Support Team**



You can **contact us on:**

Call: 1300 340 440

Email:

feedback@national360.com.au

Complete complaint form on our website – [National 360 Feedback & Complaints Form](#)



You can provide anonymous feedback by completing [National 360 Anonymous Feedback Form](#) on our website.



Remember, if you complain anonymously, we **cannot provide you with a response**, as we will not know who you are.



You can fill in the **participant survey** we send to you.



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

How do we manage your complaint or feedback?



One of our **team member** will:

- **Talk** with you about your problem.
- **Listen** to everything you say.
- **Plan** to fix your problem.
- **Contact you regularly** to tell you how the problem is being fixed.



We take all **complaints and feedback** we receive **seriously**.

They help us make our service better for you!



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**