



# It's OK to Complain



## What is a complaint?

A complaint is when you tell someone that you are **not happy** with something about your service.



## Who can make a complaint?

**Anyone can make a complaint.**

This includes you, your family, your advocate or anyone else who has a concern or issue about services and supports.



## What can you complain about?

If you have a problem or concern about services you receive you can complain.

For example you can complain if:

- = You think your service or support provider is not treating you fairly or they are **being mean to you**.
- = You have other **problems with your Support Worker** or the services you are getting.
- = Someone tells someone else your **private information** without you saying it is OK.
- = You **feel scared** or worried about the supports and services you receive.



## How can you make a complaint?

- = **Talk** to your Support Worker or Manager first.
- = Fill in a **Complaints Form** or ask someone to help you with this.
- = Visit [www.lifestylesolutions.org.au](http://www.lifestylesolutions.org.au)
- = Call **Lifestyle Solutions National Support Centre** — 02 4014 7800
- = Contact an **advocacy service** to get someone to support you.
- = Call **NDIS Quality & Safeguards Commission** — 1800 035 544 or visit [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

