

# 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.

*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

## Your first step please tell us what you think

SDA Solutions Australia  
16 Marie Street, Milton, QLD 4064  
Phone us: (07) 3139 1519  
Email: [robert@sda-solutions.com.au](mailto:robert@sda-solutions.com.au)

## You can contact the NDIS Commission

Website: [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

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

Email them at: [disabilityadvocacy@dss.gov.au](mailto: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.



# 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 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.

# Complaints form

You can provide your feedback here:

**Name:**  
**Phone number:**  
**Email:**

# 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.

