

Easy English

Feedback and complaints management (QRC-POL-003)

You can tell us what you think about:



- Autism SA
- Our staff
- Our services



You can tell us things that are going well. This might be things like you are getting the support you need, or that staff listen to you.

This is called **feedback**.



You can tell us things that are not going well.

This is called a **complaint**.



We want to know when you are not happy.



You have the right to complain about our service or our staff.



It is ok to give feedback and complain.



We listen and take your feedback and complaints seriously.



When things go wrong, we can learn from our mistakes and make our service better.

You can make a complaint and give us your feedback in different ways



You can tell someone.



You can complete our form. You can get one from our staff.



You can go to our website.

<https://autismsa.org.au/feedback-complaints/>



You can write to us.



You can call us.



Your friends, family or other support people can also help you.

What happens when you complain



Your complaint is private. Only people who try to fix the problem will be told.



We will not make you feel bad for saying something is wrong.



We will try to fix the problem quickly.



We will tell you what we did to fix your complaint.



We will work hard to make our service better.



If you are not happy with how we fixed your complaint

You can tell the NDIS Commission you are not happy.



Their phone number: 1800 035 544



Their website: [NDIS Commission website](#)

You can tell the Health and Community Services Complaint Commissioner.



Their phone number: 8226 8666



Their website: [HCSCC website](#)