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REAL LIVING OPTIONS
ASSOCIATION INC.

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"Supporting a Lifestyle for People with a Disability"

EASY READ COMPLAINTS

HOW TO MAKE A COMPLAINT OR GIVE FEEDBACK?



This document is to help you **Complain** or give us **Feedback**.



It is okay to complain or provide feedback if you are not happy. Tell us when you are upset about:

- Your supports
- Your support workers
- The office (Real Living Options)



You can talk to **Real Living Options** on **4035 5886.**



You can ask someone **you trust** to help you complain or give feedback.



You can ask an **Advocate** to help you.
An **Advocate** is someone who speaks up for you if you cannot speak up for yourself.



Not sure who to help you.
Talk to **anyone at the Real Living Options office** who will help you find someone.



We will **talk** to you about your problem.
We will try and help you to **fix** your problem.



Shh!!
We will keep anything you say **private**.



Not Happy?
You can talk to the
NDIS Commission
1800 03 55 44 (This is a free call from landlines)
Or online
https://www.ndiscommission.gov.au/