

## It's OK to Complain



A complaint is when you tell someone you are not happy with something about your service. It is OK to complain.



Anyone can make a complaint. This includes you, your family, friends, advocates, neighbours or anyone else who is unhappy with the support you get.



You can make a complaint about anything that makes you unhappy or scared.



You can make a complaint about your service provider, support worker or others not listening to you or not being fair.



To make a complaint you can

- Talk to your support worker or manager.
- Fill in a Feedback and Complaint Form.
- Go to <https://www.brighteraccess.com.au/>
- Call Brighter Access on 1300 908 122.
- Contact an advocacy service to get support.
- Phone the NDIS Quality and Safeguards Commission on 1800 035 544.