

# **Easy Read Complaints and Feedback**



**How do you file  
a complaint or give feedback?**



This document tells you about how to make a complaint or give feedback.



Classy Life Pty Ltd., wants you to give us feedback or make a complaint if you are unhappy.



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

- : The supports you received
- : Your support workers
- : Classy Life Pty Ltd.



If you do not feel comfortable telling us about your complaint, you should tell someone you trust like your:

- : Mum or dad
- : Brother or sister
- : Support worker.

Ask them to help you make a complaint.



Or you can get help from a professional, independent advocate to make a complaint or provide feedback to us.



We can help you find an advocate if you want.  
Ask our CEO to help you. Call them on (02) 4392 4466



How do you make a complaint or provide feedback to us?



You can talk to:

- : Your support worker
- : Our Complaints Manager
- : The CEO.



You can call or email our Complaints Manager directly:

- : Call: (02) 4392 4466
- : Email: [admin@classylife.com.au](mailto:admin@classylife.com.au)



You can fill out the Complaints and Feedback Form and mail it to the Complaints Manager:

[admin@classylife.com.au](mailto:admin@classylife.com.au)

Ask the Complaints Manager or your support worker for a copy of the form.



You can fill in the participant survey we send to you every year.



You can make a complaint at any time directly to the NDIS Commission:

Call: 1800 03 55 44

Or go to their website: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



You can make a complaint and remain anonymous.  
Anonymous means we will not know who you are.



To be anonymous, use the Anonymous Complaint and Feedback Form provided at your intake meeting:

- : Complete the form  
(your advocate can do this for you).
- : Mail it back to us using the stamped,  
self-addressed envelope provided.



Remember, if you complain anonymously we cannot provide you with a response, as we will not know who you are.



We take all complaints and feedback we receive seriously.

They help us to make our service and supports better for you!



How do we manage your complaint or feedback?



Our Complaints Manager will:

- : Talk with you about your problem
- : Write everything you say down
- : Plan to fix your problem.



Our Complaints Manager will:

- : try to fix your problem
- : contact you regularly to tell you how the problem is being fixed.



To keep you safe, if your complaint or feedback involves someone being put in serious danger or being hurt we will tell the police and the NDIS.



We keep everything you tell us private.



If you are unhappy with the way we handled your feedback or complaint, you can tell the NDIS Commission:

- : Call: 1800 03 55 44 (free call from a landline)
- : Go to their website: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)