

EASY READ COMPLAINTS HOW TO FILE A COMPLAINT OR GIVE FEEDBACK?



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



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

- Your supports
- Workers
- Us Ookami Kids



You can talk to **Ookami Kids** on
0497094310.



You may send your feedback or complaint without providing your name.

This can be done through:

- Filling out the Feedback & Complaints form on our **website** www.ookamikids.com.

Print it out and send it to our postal address:

602 Barkly Street,
Golden Point, VIC 3350

- Completing our **yearly feedback survey**



You can ask someone you trust or an **Advocate** to help you give feedback or make a complaint.

An **Advocate** is someone who speaks up for you if you cannot speak up for yourself.



Not sure who to help you.

Talk to your therapist or a Manager who will help you find someone.



We will try to fix your problem.

We will talk to you about your problem.



Shh!!

We will keep anything you say private.



Not Happy?

You can tell

NDIS Commission

1800 03 55 44 (This is a free call from
landlines)

Or online [here](#)