

## COMPLAINTS AND FEEDBACK



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



Our Service **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**
- Our Service.



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 Manager to help you.



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



You can **talk** to:

- your **support worker**
- your **Service Coordinator**
- a Yumaro **Senior Manager**



You can **call or email your Service Coordinator or Senior Manager by calling or emailing:**

- Call: 44743336 and ask for your Service Coordinator or Senior Manager (if you prefer not to talk to your service Coordinator) or CEO
- Email: [mark@yumaro.com.au](mailto:mark@yumaro.com.au)



You can write your complaint on paper and mail it to the CEO:  
CEO, Yumaro, PO Box 607  
Moruya, NSW 2537

Or use the **Feedback and Complaints form on our website:**  
[Feedback & Complaints | Yumaro](#)



**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, write your complaint on paper and mail it to us:  
CEO, Yumaro  
PO Box 607  
Moruya NSW 2537



**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**?



Your Service Coordinator or Senior Manager will:

- **talk** with you about your problem
- **write** everything you say down
- **plan** to fix your problem.



Service Coordinator or Senior 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)**