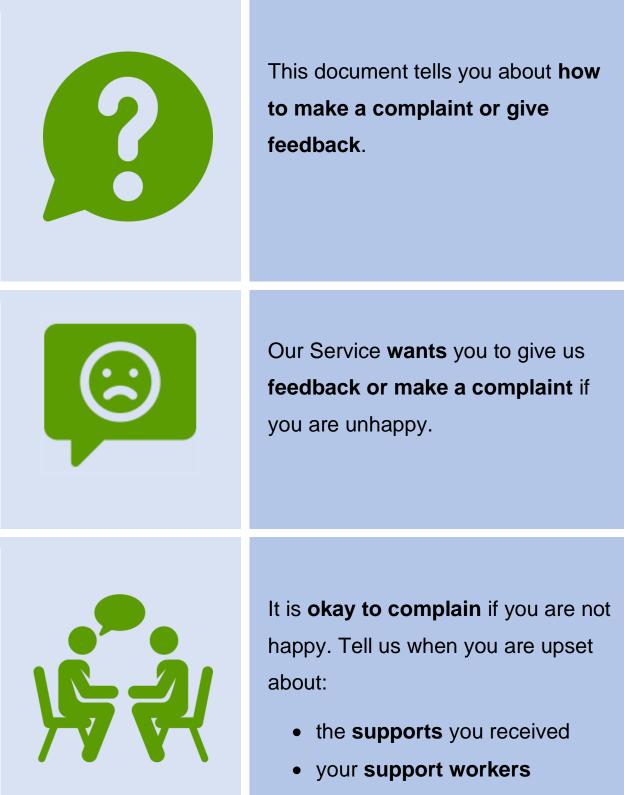
COMPLAINTS AND FEEDBACK



• 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.

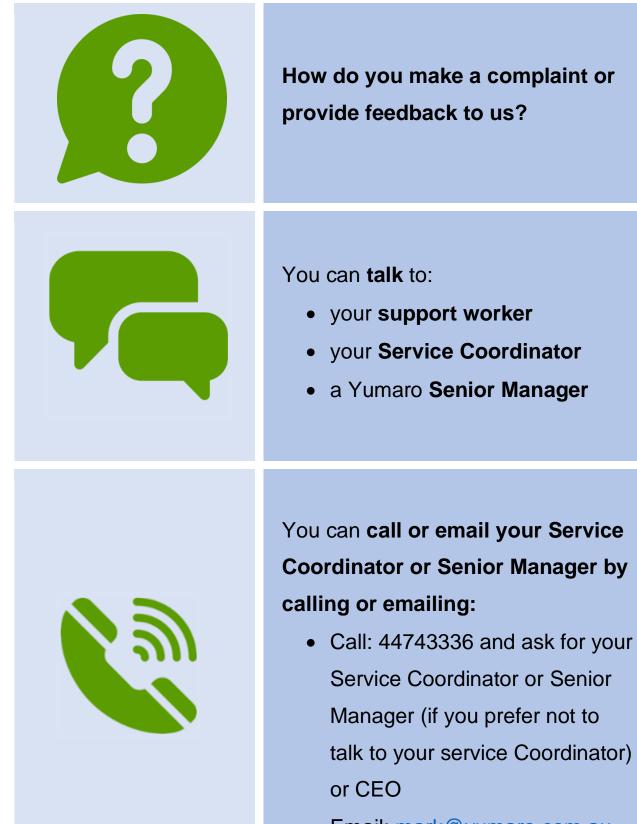


Or you can get help from a professional, independent advocate to make a complaint or provide feedback to us.



We can **help you find** an advocate if you want.

Ask our Manager to help you.



• Email: <u>mark@yumaro.com.au</u>





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: <u>www.ndiscommission.gov.au</u>





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