

HOW TO FILE A COMPLAINT OR GIVE FEEDBACK



This document is to help you Make a **Complaint** or give us **Feedback** regarding any incident or issue that occurs during the delivery of our services, or in connection with our services.



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

- Your supports
- Workers
- Us (**Life Choice**)



You can submit a complaint by phoning **Life Choice** on **(07) 4123 6288** or in writing and sending to 75 Ilennox Street, Maryborough QLD 4650 or email

participantservices@lifechoicewbb.org

Include all the details of the complaint including outcomes you would like to see.



You can ask someone **you trust** to help you make a complaint.



You can ask an **Advocate** to help you.
An **Advocate** is someone who speaks up for you if you cannot speak up for yourself.



Not sure who to help you.
Talk to **our reception team** who will help you find someone.
This can also include translation services.



We will acknowledge your complaint which will include the expected timeframe for your complaint to be resolved.

If appropriate we will conduct an investigation.

We will **talk** to you about your problem and you will receive information on the outcomes.



We will keep anything you say **private** and confidential. You can even remain anonymous if you choose.



Not Happy?

You can tell:

NDIS Commission

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

Or online [here](#)