

Unique Care Group



Participant Complaints and Feedback

Easy Read Complaints and Feedback

How to File a Complaint or Give Feedback



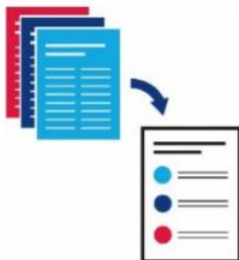
Unique Care Group wrote this information.

When you see the words “we” or “us”, it means Unique Care Group



We have written this document in an easy to read way.

We use pictures to explain some ideas.



This Easy Read document is a summary of another documents.



You can ask for help to read this document. A friend, family member or support person may be able to help you.

What is this Document About?



This document is about how we handle:

- **Feedback**
- **Complaints.**

Feedback



Feedback is when:

- You tell someone about a problem.
- They fix it quickly



Feedback doesn't need any more work.



You can also tell us when things go really well.

We call this positive feedback.

Complaints

A **complaint** is when you tell someone:



- Something has gone wrong



- Something is broken



Complaints are more serious than feedback.

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Participant Complaints and Feedback

This document explains:



- How to make a complaint



- What we will do about your complaint

This document is for:



- Customers
- Family members of customers
- Service providers
- Regulators – Someone who checks our work.

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Participant Complaints and Feedback



We want to make sure we treat people who use our services fairly.



We want you to tell us what you think.



Complaints and feedback are important to us.

Complaints and feedback help us make:



- Our services better



- Everyone feel safer

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Participant Complaints and Feedback

When we are handling complaints, we need to show respect for:



- Aboriginal and Torres Strait Islander people



- People from different backgrounds and cultures.

Please tell us if you need:



- An **interpreter** – Someone who speaks your language.



- Information in a different format.

How to make a complaint



If you have a complaint, tell your **Support Worker**.



They will try to do something about the complaint you have made.



If they can't fix your complaint, you can fill out a **Complaints/ Feedback Form**.

You can also contact Unique Care Group on 0458 044 838



When you are making a complaint, you can ask for an advocate.

An advocate is someone who helps you speak up.

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Participant Complaints and Feedback

Fill out our Customer Complaint Form



When you fill out our **Customer Complaint Form**, you are making a formal complaint.

We take all formal complaints very seriously.



When you make a formal complaint, we will keep a record of your complaint in our file.



Your complaint will go to the **Operations Manager** and **Management team**.

Our Operations Manager will:



- Read your complaint.



- Try to contact you to fix your complaint.

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Participant Complaints and Feedback

When your complaint has been fixed, we will keep a record of:



- What your complaint is



- How we fixed it



- If the Operations Manager or management team can't fix your complaint, it will go to the **Director** – The person in charge of all our services.



- The **Director** makes important decisions about how to run **Unique Care Group**.

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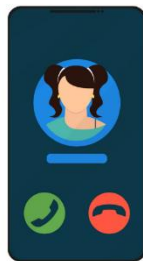
If you are not happy with how we handle your complaint, you can contact:

NDIS Quality and Safeguards Commission

Email: contactcentre@ndiscommission.gov.au

Phone: 1800 035 544 (free call from landlines) or TTY 133 677

Contact Us



0458 044 838



Operations Manager/ Management team

Admin@uniquecaregroup.com.au

Director

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www.uniquecaregroup.au