



MAKODAH CARE

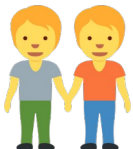
EASY READ

How to Give Feedback or Make a Complaint



This document is from **Makodah Care**.

When you see **we** or **us**, it means Makodah Care.



You can ask someone to help you read this document.

We want to hear from you



We want to know what you **like** and what you **do not like** about our supports.



If you are not happy, you can make a **complaint**.



Nothing bad will happen to you if you complain.
You will **not lose** your supports.



How to tell us



Tell **any worker** or a **Director**.



Phone or **email** a Director.



Fill in our **feedback form**. Someone can help you.



Use our **website**.



You do **not** have to give your name.



You can ask **family**, a **friend** or an **advocate** to help you or to complain for you.

What happens next



We will tell you we got your complaint within **2 working days**.



We will try to **fix it** within **21 days**.



We will **write to you** to tell you what we did.



If you are still not happy, you can ask the other Director to **look at it again**.

Other people you can tell



You can contact the **NDIS Quality and Safeguards Commission** at any time.

Phone: **1800 035 544**

Contact us



Riley Myles (Director)

Phone: 0402 629 538

Email: riley@makodahcare.com.au



Kylie Myles (Director)

Phone: 0403 553 474

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