

Complaints

How to make a complaint at Able Australia



Easy to read

This brochure is in easy English.

Disability Services ACT

What is a complaint?



A complaint is where you have a problem that you want to get fixed. You tell someone about the problem.



It might be a problem with:

- The Able Australia service you go to
- Someone at your Able Australia service
- Something else about Able Australia.

If you or other clients are unhappy you can make a complaint.

A complaint is not a crime. A crime is when somebody does something wrong that is against the law.

Who can you complain to?

Your Team Leader / Co-ordinator

Name:

Phone:

Email:

Your Service Manager

Name:

Phone:

Email:

Your National Manager

Name:

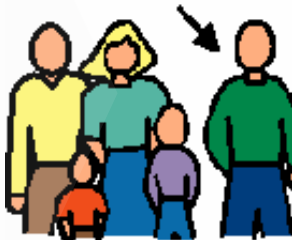
Phone:

Email:

**Get the complaint form from our website:
www.ableaustralia.org.au/feedback**



At any time you can ask someone to help you make a complaint. You can ask:



Someone from your family

A friend

A staff member



You can get more help to make a complaint

You can ask for more support. You can request a list of advocacy groups or visit the National Disability Advocacy Programme Provider Finder at: www.dss.gov.au/NDAPfinder

Are you still unhappy?

You can talk to



Your Able Complaints Representative

Phone: 1300 225 369

Email: info@ableaustralia.org.au

Able Australia Chief Executive Officer

Kate MacRae

Phone: 1300 225 369

Able Canberra Office

Phone: (02) 6231 2540



Quality, Complaints and Regulation

Phone: 133 427



ACT Human Rights Commission

Phone: (02) 6205 2222



Official Visitors

Phone: 1800 150 036



ADACAS Advocacy

Phone: (02) 6242 5060

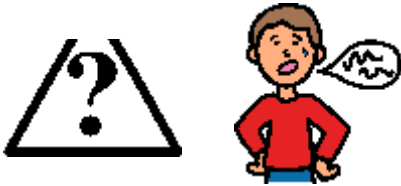
Phone: 1800 001 170



National Abuse and Neglect Hotline

Phone: 1800 880 052

How do you make a complaint?



- Talk to the person
- Write a note to the person
- Ask someone you know to tell the person
- Make a phone call
- Send a fax
- Send an email



If your complaint is not fixed, talk to someone else.

You should not be treated unfairly.

For more information about complaints please contact Able Australia, phone 1300 225 369.

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