

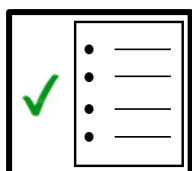


## Complaints Procedure

When you see the word **we** in this book

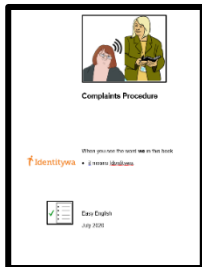


- it means Identitywa.



Easy English

July 2020



## What this procedure is about

This **procedure** tells you

- how you can make a **complaint**
- what we do to fix it.



A **complaint** is when

- you are **not** happy about some thing

**and**

- you tell some one about it.



When you make a complaint

we can

- learn how to make our services better

**and**

- make sure you and others are safe.





It is always **ok** to speak up.



You will **not** get in trouble  
for making a complaint.



~~Name~~

When you tell us a complaint

- you do not **have** to tell us your name.

This is called an **anonymous** complaint.

You can ask some one to help  
you make a complaint.

Like



- an **advocate**.

An advocate is a person who will support you.

## How you can make a complaint



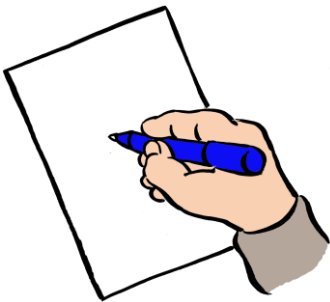
You can call us

- 08 9474 3303



You can send an email to us

- [feedback@identitywa.com.au](mailto:feedback@identitywa.com.au)



You can write a letter to us

- PO Box 278 Leederville WA 6902

You can fill out a form with your computer  
on our website



- [Identitywa website www.identitywa.com.au](http://www.identitywa.com.au)

or

- [Let's Have a Chat](#)

You can also tell us about  
how well we are doing.

Like



- you like what we do



- your ideas about what else we can do.

This is called **feedback**.

You can fill out a feedback form  
with your computer



- [We Value Your Views](#)



## What we do to fix your complaint

### 1. As soon as we get a complaint.



One of our workers will be in charge.

We call this person the **complaints handler**.

We will give you information

- about the complaints procedure

**and**

- a list of advocates.



SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
	8	9	10	11	12	13
	15	16	17	18	19	20
	22	23	24	25	26	27
	29	30	31			

When you give us a complaint we send you a  
letter in 2 days.

The letter will tell you

- that we know about your complaint



and

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

- how long it will take to fix the complaint.



We write about your complaint

in a special list on our computers.

This is called our **Complaints Register**.



We tell our Chief Executive Officer.

We call the Chief Executive Officer our CEO.

## 2. We try to fix your complaint

We will **not** talk to any one who was **not** involved

**but**

some times we **do** need to tell other people  
about your complaint.



Like

- if the law tells us to

**and**

- to keep you or some one else safe.

We **will** tell you if we have to tell other people.



We write a report about  
what we have found out.



We talk to our CEO about the report.





### 3. After we fix your complaint

We tell you how we fixed your complaint



- in a letter

or

- we talk to you.

You can tell us



- that you are happy about how we fixed it

or



- that you are **not** happy about how we fixed it.



If you feel happy about what we did



- we send you a letter

**and**



- we write about the end of the complaint  
in our Complaints Register

**and**



- we try to make our service better.



#### 4. If you are not happy about how we fixed your complaint

You can ask for more help.



You can ask

- Our CEO
- Our Board members



- Other agencies

If you are still not happy you can call

- The Archbishop of Perth

08 61044 3650

## Tell the NDIS Commission



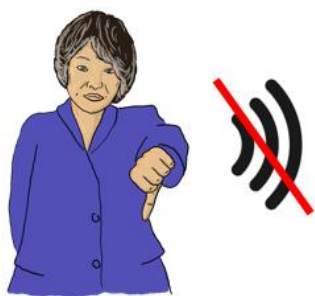
The NDIS Commission is a part of the **National Disability Insurance Scheme**.

The NDIS Commission will make sure our service is good and safe.

December 2020						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
	①	→		4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

After 1 December 2020

- you can tell your complaint straight to the NDIS Commission.



Like when

- you feel bad about telling your complaint to us

or



- you are **not** happy about how we fix your complaint.



You can call the NDIS Commission

- 1800 035 544



You can fill out a form  
on the NDIS website

- [NDIS complaint website](#)

If you need help to speak or listen you can

- use a teletypewriter and  
send your message to 133 677

**or**

- go to the [National Relay Service](#)

**and**

- ask for 1800 035 544.



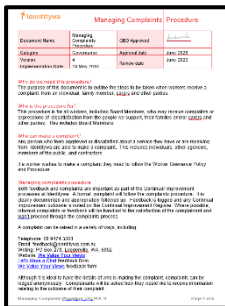


# More Information



The Accessible Information Service at VisAbility wrote the Easy English.

July 2020.



This book helps you know what the Identitywa Managing Complaints Procedure says.

We use pictures from



- Inspired Services
- The Noun Project
- Mulberry images from Straightstreet
- Dreamstime.

In this book we are allowed to use



- The identitywa logo
- The VisAbility logo.