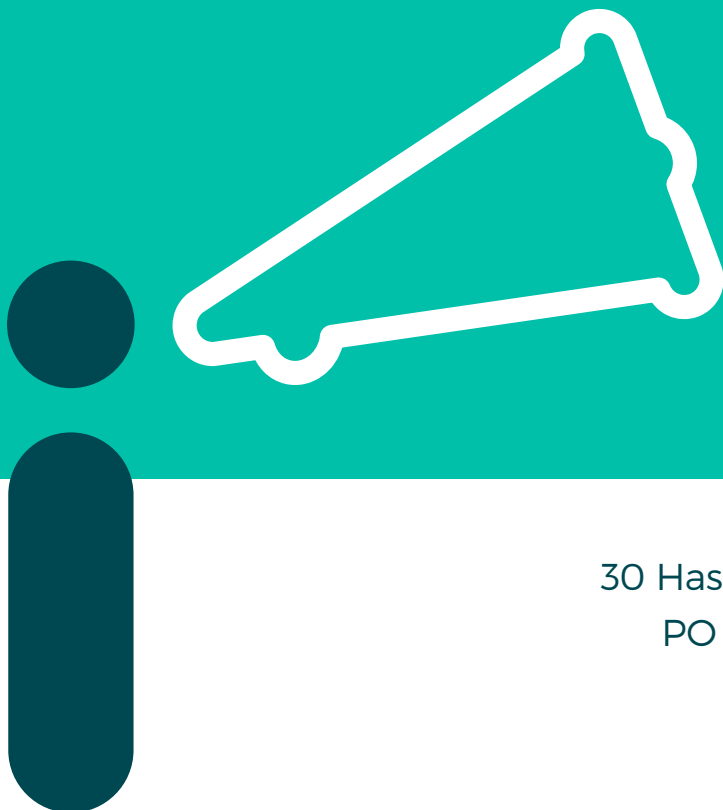


Complaints Easy Read



30 Hasler Road Osborne Park WA 6017

PO Box 1597 Osborne Park DC 6916

1300 428 486

avivo.org.au

This book is about
How we manage a complaint at Avivo



This information is written in an easy to read way.

We use pictures to help you understand some ideas. When you see the word **we** in this book it means **Avivo**.



This book is a shorter version of another document.

You can ask us for a copy of the longer document



You can ask someone to help you read this book.

- Like a family member
- a friend
- your support person

This book tells you about

- how you can make a complaint
- and
- what we do when we get a complaint



A **complaint** is when

- you are not happy about some thing
- and
- you tell someone 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.



Sometimes you may not want to tell us your name.
We say you make an anonymous complaint.

This is your right to **privacy**.

But

if you don't tell us your name
we may not be able to fix your complaint the way
you want us to.



You have the right to **Advocacy**

You can ask someone to help you make a complaint.



An **Advocate** is a person who can support you.

They can help you speak up for yourself.

Like

- someone in your family
- a friend

or

- someone from an advocacy service



We can help you contact an advocacy service

Or

We can help you find an advocate.

How you can make a complaint

You can tell an Avivo team member



- You can call us
1300 428 486



- You can send an email to us
hello@avivo.org.au



- You can fill out our Feedback form
on our website
[https://www.avivo.org.au/for-customers/
feedback/](https://www.avivo.org.au/for-customers/feedback/)



- You can write a letter to us
PO Box 1597
Osborne Park
WA 6916



What we do when we get a complaint

1. If you make a complaint

- We will contact you within 2 days



We will tell you

- that we know about your complaint
- how long it will take to fix the complaint

and

- the name of the team member who will help to fix the complaint



We will give you

- information about our complaint procedure

and

- a list of advocates that you can ask to help you.

2. We try to fix your complaint



Sometimes your complaint may be easy to fix. We may be able to fix it quickly.

- Like within 10 work days.

We will keep a record

- of your complaint

And

- what we have done to fix it



Sometimes your complaint may be more serious.

- We may need more time to fix it
- We may need to tell other people about your complaint.

Like

- if the law tells us to

and

- to keep you or someone else safe.



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

We will keep a record

- of your complaint
- who we have told
- what we have done to fix it



We will try to fix your complaint within 15 work days.

3. After we fix your complaint



We tell you how we fixed your complaint

We will

- talk to you on the phone or in person
- or
- send you an email
- or
- send you a letter



You can tell us

- if you are happy about how we fixed it
- or
- if you are not happy about how we fixed it.



We will keep a record of

- what you think about how we fixed the complaint
- and
- how we will 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 Executive team
- Other agencies

or

- You can tell the NDIS Commission



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

- You can phone
1800 035 544

or

- You can fill out a form with your computer on the NDIS website

www.ndiscommission.gov.au





When a reportable incident happens

We make sure everyone is safe.

When a really bad incident happens we have to tell



- The Police

or



- the NDIS Quality and Safeguarding Commissioner

or



- The Aged Care Quality and Safety Commission

or



Government of Western Australia
Mental Health Commission

- The Mental Health Commission.

VisAbility

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