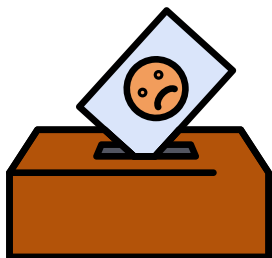
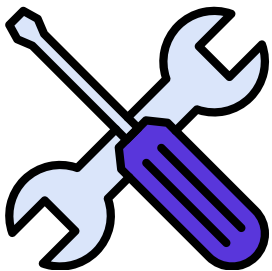


Easy Read Complaints Procedure

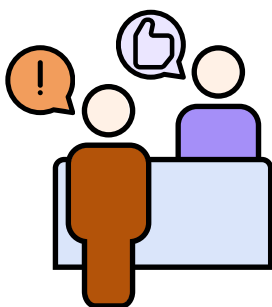
It's OK to complain and give feedback



A complaint is telling us that you are not happy with something to do with the service we provided you.



We encourage and support you to make a complaint or give us feedback so we can try to fix the problem.



If you make a complaint, this will not affect the services we supply to you, and you won't be treated any differently.

How to make a complaint

Tell us about your complaint and what went wrong by:



Talking to a staff member



Using our website: <https://www.indigo.org.au/feedback/>



Giving us a call: 08 9381 0600

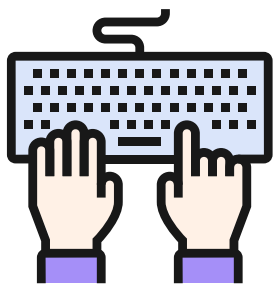


Sending us an email: feedback@indigo.org.au

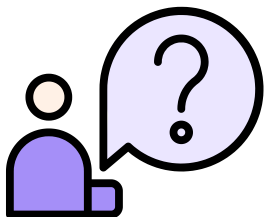


Using the paper Feedback Form you received from us, or ring us and ask for us to post you one.

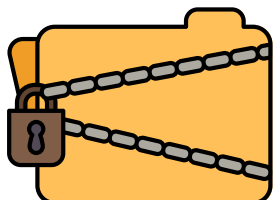
What happens when I make a complaint?



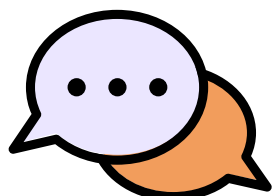
We will record your complaint in our Complaints Management System.



If someone has made the complaint for you, we might ask them if we can speak with you to understand what happened.



We will keep all your details private.



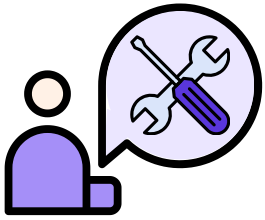
We will contact you to talk about what happened, and what happens next. You can be anonymous, but this may limit the action we can take to help you.



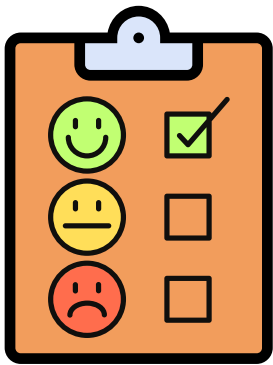
If you give us permission, we can speak to someone else about the complaint if you want us to.



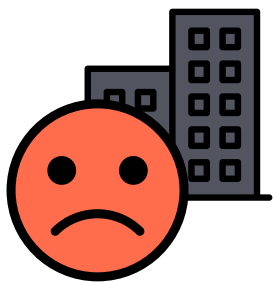
We will look into your complaint to find out more about what happened.



We will tell you what we are doing to fix your complaint.



We will check if you are happy with how we handled and fixed your complaint.

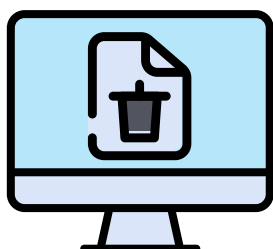


If you are not happy, we will tell you what external agency you can contact.

Can I withdraw my complaint?



Yes, you can. Just contact us to tell us you want to stop the complaint.



This means we will delete the complaint from our Complaints Management System and won't take any action.

Can I make the complaint to anyone else?

Yes, you can. If you don't feel comfortable to raise the complaint with us, you can contact:

If you are receiving aged care services from us:



Aged Care Quality and Safety Commission

PH: 1800 951 822

<https://www.agedcarequality.gov.au/contact-us/complaints-concerns/complaints-process>

If you are receiving disability services with us:



NDIS Quality and Safeguards Commission

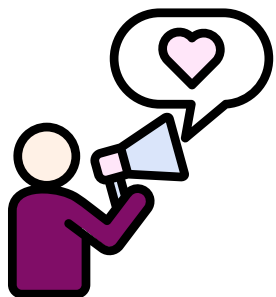
PH: 1800 035 544

<https://www.ndiscommission.gov.au/complaints/make-complaint-about-provider-or-worker>

Who else can help me?



You can choose someone you trust to help you make a complaint or do it for you.



You can also ask an Advocate to help you. This is an independent person you can talk to.

If you are receiving aged care services from us:



Contact Older Persons Advocacy Network (OPAN) on 1800 200 422

<https://www.myagedcare.gov.au/advocacy>

If you are receiving disability services from us:



Contact National Disability Advocacy Program (NDAP)

<https://www.health.gov.au/our-work/ndap#contact>

Remember

It's okay to speak up

We will listen

We want to help you

