



# Complaints and Feedback

Easy Read Document

**This is written in an easy to understand way.**



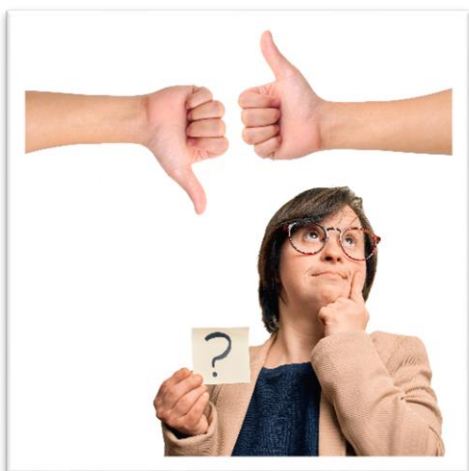
**What is in this document?**

**2**



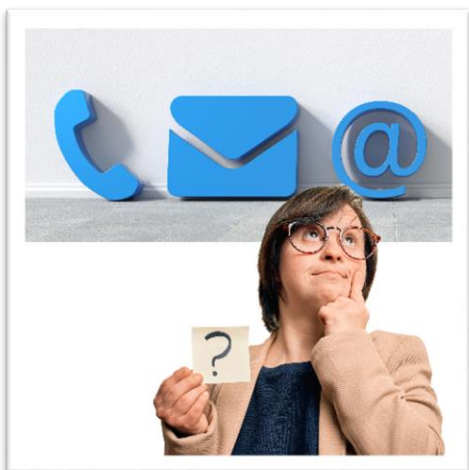
**What does RLOA think of complaints and feedback?**

**3**



**What is a complaint and feedback?**

**5**

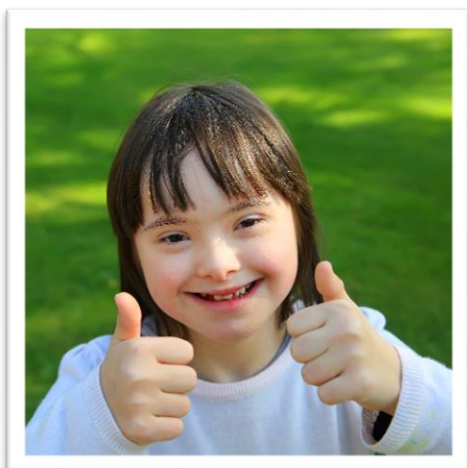


**How can I make a complaint or give feedback?**

**7**



## What does RLOA think of complaints and feedback?



Your complaints and feedback help RLOA respect your human rights and be a better organisation.



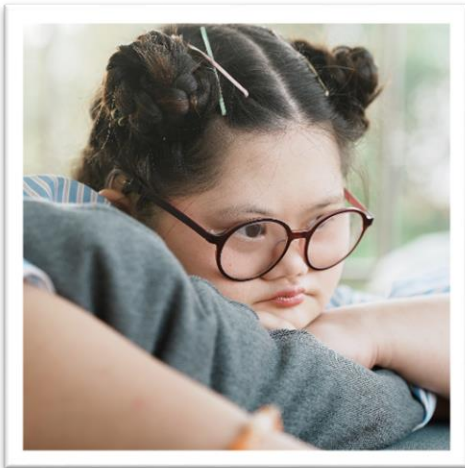
Everyone has the right to make complaints and give feedback.



RLOA welcomes complaints and feedback from everyone.



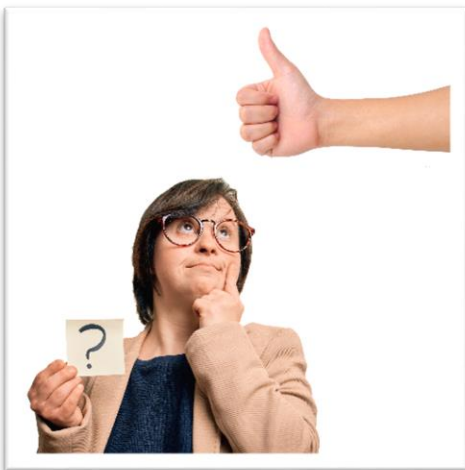
## What is a complaint?



A complaint is something you are not happy about.

This can be about anything at RLOA.

Like, a service or a person.



## What is feedback?



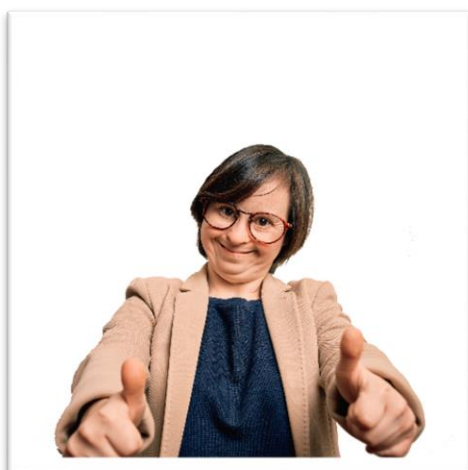
Feedback is sharing your ideas and feelings about anything at RLOA.

Feedback can be about good or bad things or making something better.



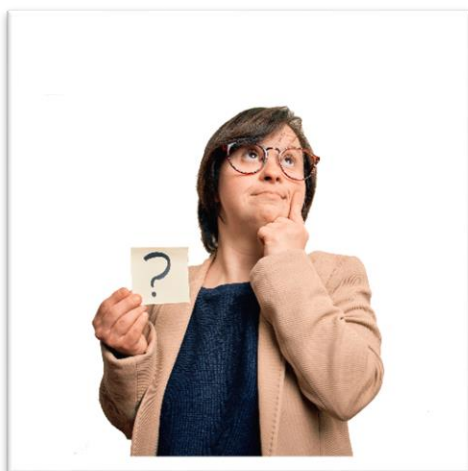


## How can I make a complaint or give feedback?



You can make a complaint or give feedback any way you like.

RLOA will make it easy for you.



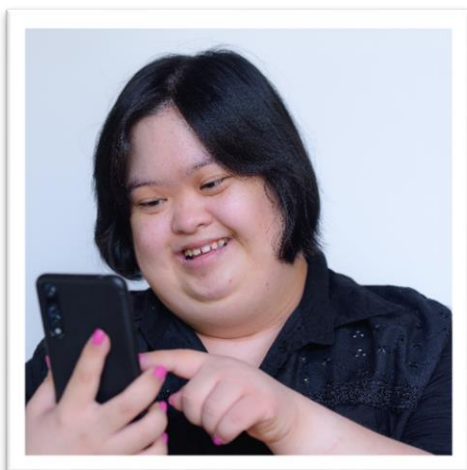
## What are some ways I can make a complaint or give feedback at RLOA?



1. Tell us you want to make a complaint or give feedback.



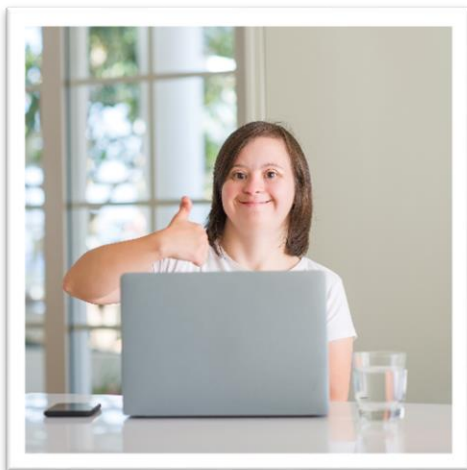
2. You can talk to someone who works for RLOA.



3. You can ring RLOA on **1300 032 175**



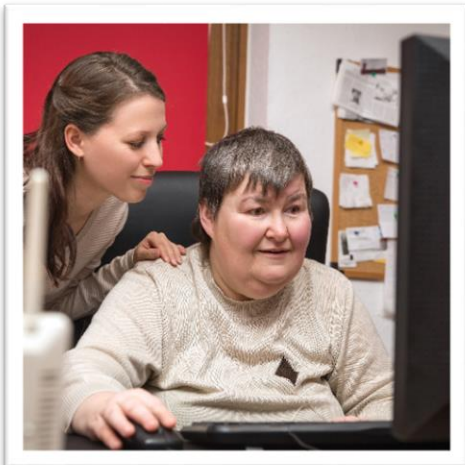
4. You can write a letter or send an email to RLOA [feedback@rloa.org.au](mailto:feedback@rloa.org.au)



5. You can make a complaint or give feedback on the RLOA website [www.rloa.org.au/contactus](http://www.rloa.org.au/contactus)



## What will happen when I make a complaint or give feedback?



1. We will help you make the complaint or give feedback.

People who work at RLOA will make it easy for you.



2. They will ask you what you want to happen.



3. Your complaint or feedback will be reported to the manager.



4. Your complaint or feedback will be put in the computer system.



**What will the manager do?**



1. Contact you within **1 working day**.



2. Make sure they understand your complaint or feedback.





3. Find out all the facts about your complaint or feedback.



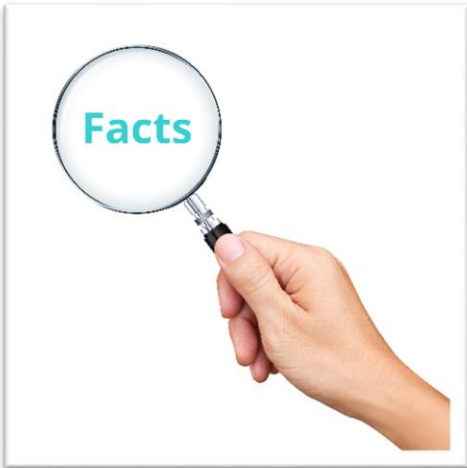
4. Stay in contact with you to make sure you know what is happening.



5. Contact you before **2 weeks**.



**What happens if I am not happy with what has been done?**



You can dispute what has been done.

This means saying you do not agree with what has been done.



A more Senior Manager will find out all the facts about the complaint or feedback.

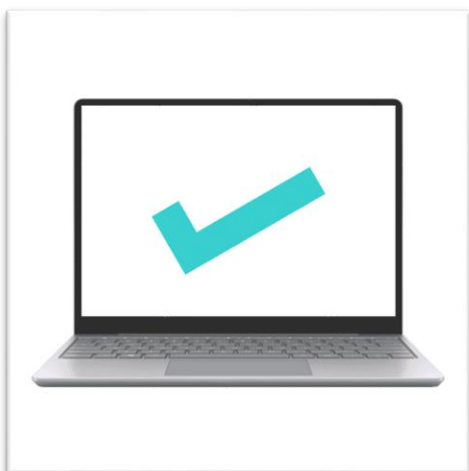
They will then contact you.



What else will you do to make sure everything is done properly?



RLOA will make sure everything has been done right.



They will check the computer system.



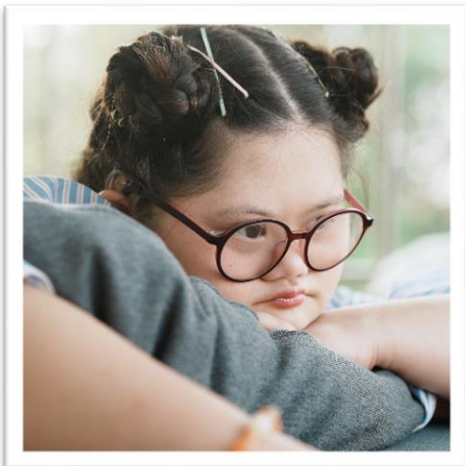
They will tell the manager's boss if things have not been done right.



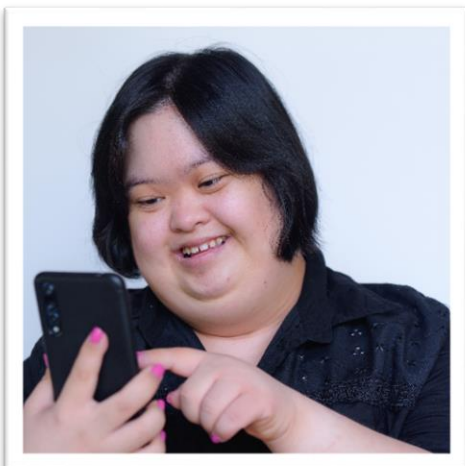
What are my options if I'm still unhappy?



You can talk to the NDIS Quality and Safeguard Commission (NDIS Commission)



They can manage complaints about NDIS Providers and can assist you to find a resolution.



You can contact them on **1800 035 544**  
or by visiting  
[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



