

# **Feedback & Complaints Handbook**

## About this Document



This

information is written in  
an easy-to-read way.

We use pictures to  
explain some ideas.



## About this Document



You can ask for help to read this information.



A family member, friend or support person may be able to help you.

## You can tell us what you think about:

- Kaleidoscope Psychological Services



- Our Services



- Our Staff



## How will we support you?

You can say things are going well.

This is good **feedback**, for example: You get the support you need, and the staff listen to you.



You can say things are not going well.

This is a **complaint** when you are not happy, and we need to know about this



# Easy English Feedback and Complaints

You have the right to complain about our service.



It is OK to complain and provide feedback.



We take your feedback and complaints seriously.



When things go wrong, we can learn from our mistakes and make our service better.



## You can make a complaint in different ways:

You can tell someone you have a complaint.

You can **write** a complaint or use a complaint form.



# Easy English Feedback and Complaints

You can **draw** a picture of what went wrong.



People who support you can help you to complain.

This means that your family, friends or other people can complain for you.





# Easy English Feedback and Complaints

We will keep your complaint private.



Only people who try to fix the problem will be told about your complaint.



You will **not** be in trouble for complaining.



# Easy English Feedback and Complaints

We will not make you feel bad for saying something is wrong with the service you use.



We will be honest and fair.



We will try to fix the problem quickly.



# Easy English Feedback and Complaints

We will tell you what we did to fix your complaint.



We will work hard to make our service better.



You can also complain directly to the **NDIS Commission**

Their phone number:  
**1800 03 55 44**

Their Website:  
[NDIS Commission website](#)



**NDIS Quality  
and Safeguards  
Commission**

# Easy English Feedback and Complaints

**You can speak to someone at our head office:**



**You can call us on:**

0450 630 486



**You can visit our website:**

[bernadettebenson.com](https://bernadettebenson.com)



**You can email us:**

[bernadette@bernadettebenson.com](mailto:bernadette@bernadettebenson.com)