



# Making a Complaint

(Easy Read)



This information is written in an easy to read way.

We use pictures to explain some ideas.

Some words are written in **bold**. We explain what these words mean.



You can ask for help to read this document. A family member, friend or support person may be able to help you.

Let us know if you would like us to help you.



This Easy Read information is a shorter version of another document.

You can ask us for a copy of the longer document.



This information is about **how to make a complaint.**

You have the right to complain about our service. It is ok to complain.

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
- You can make a complaint on our website –

[www.challengecommunity.org.au/contact-us/feedback/](http://www.challengecommunity.org.au/contact-us/feedback/)



You can use any type of communication that suits you to make a complaint.



Challenge Community Services Ltd

@ info@challengecommunity.org.au

challengecommunity.org.au

ABN: 17 059 209 675

PO Box 487, Tamworth, NSW 2340

2/383 Goonoo Goonoo Road, Hillvue, NSW 2340



People who support you can help you to complain.

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



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.

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



We will be honest and fair.



We will try to fix the problem quickly.



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



If you don't think we fixed the problem properly, you can contact the NDIS Quality and Safeguards Commission:



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@ info@challengecommunity.org.au  
challengecommunity.org.au

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✉ PO Box 487, Tamworth, NSW 2340  
📍 2/383 Goonoo Goonoo Road, Hillvue, NSW 2340



Phone: **1800 035 544**

TTY



If you use textphone or modem, call the National Relay Service **133 677**

Give the the NDIS Commission's number – **1800 035 544**



Website: **ndiscommission.gov.au**

We will work hard to make our service better.