



What is a complaint?

A complaint is when you tell someone that you are **not happy** with something about your service.



Who can make a complaint?

Anyone can make a complaint.

This includes you, your family, your advocate or anyone else who has a concern or issue about services and supports.



What can you complain about?

If you have a problem or concern about services you receive you can complain. For example you can complain if:

- = You think your service or support provider is not treating you fairly or they are **being mean to you**.
- = You have other **problems with your Support Worker** or the services you are getting.
- = Someone tells someone else your **private information** without you saying it is OK.
- = You **feel scared** or worried about the supports and services you receive.



How can you make a complaint?

- = **Talk** to your Support Worker or team member first.
- = Fill in a **Complaints Form** or ask someone to help you with this.
- = Visit www.lifestylesolutions.org.au
- = Call our dedicated **Complaints and Feedback Number** — 1800 411 793
- = Contact an **advocacy service** to get someone to support you.
- = Call **NDIS Quality & Safeguards Commission** — 1800 035 544 or visit www.ndiscommission.gov.au