

About Feedback and Complaints



This information is written in an easy to read way.



We use pictures to explain some ideas.

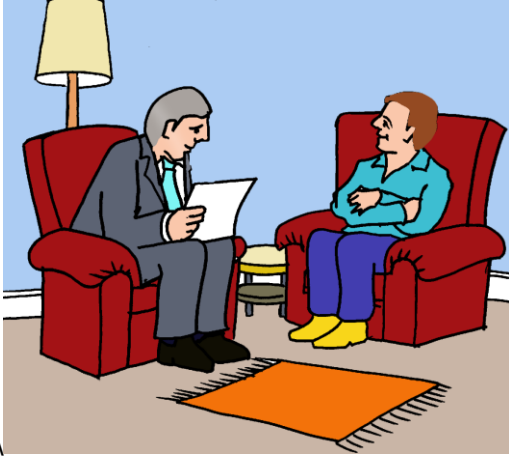


You can ask for help to read this information.



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

You can tell us what you think about:



- **Autism SA**
- Our staff
- Our services.



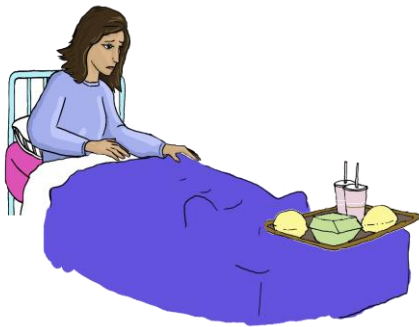
You can say things are going well.

This is good Feedback, for example you get the support you need, and the staff listen to you.

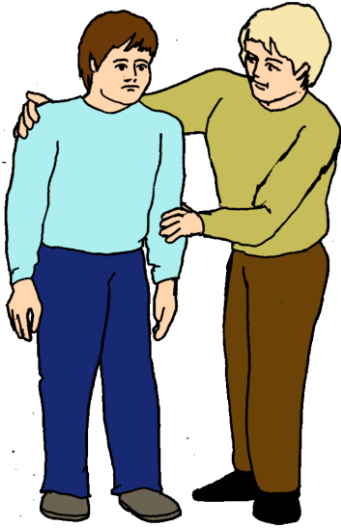


You can say things are not going well.

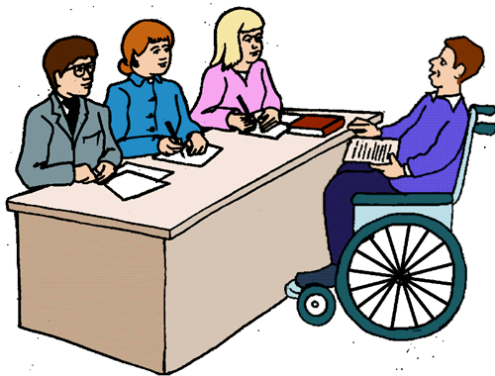
This is a **complaint**, when you are not happy, and we need to know about this.



You have the right to complain about our service.



It is **OK** to complain
and provide feedback.



We take your feedback
and complaints
seriously.

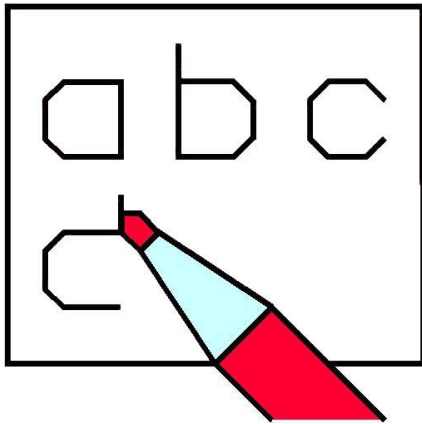


When things go wrong,
we can learn from our
mistakes and make our
service better.

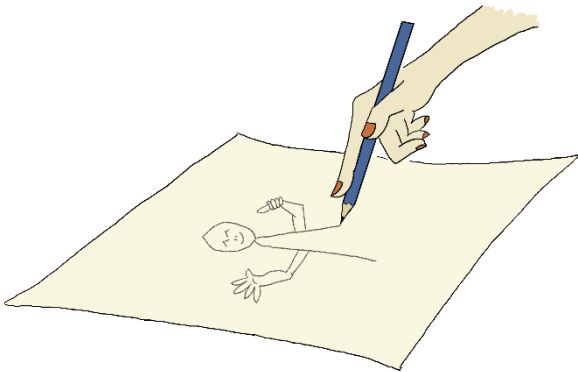
You can make a complaint in different ways



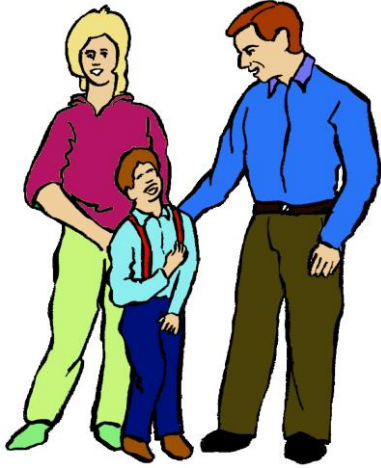
You can **tell** someone
you have a complaint



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

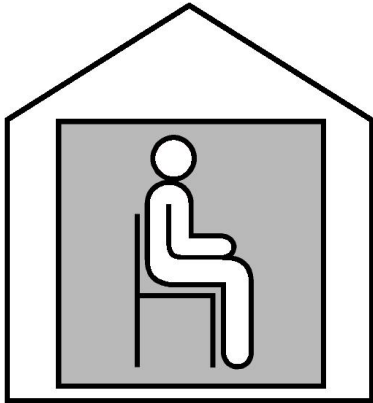


You can **draw** a picture of what went wrong



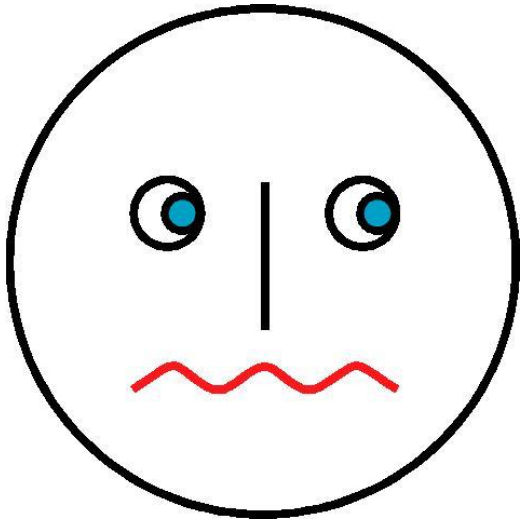
People who support you can help you to complain.

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



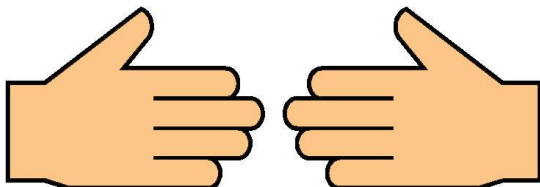
We will keep your complaint private

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



You will not be in trouble for complaining.

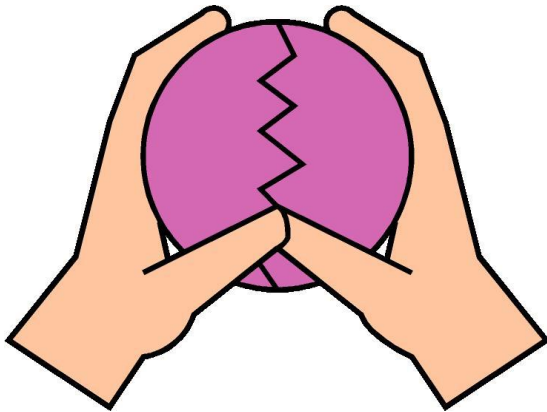
We will not make you feel bad for saying something is wrong with the service you use.



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.



We will work hard to
make our service
better.

You can also complain directly to the **NDIS
Commission** about any NDIS Supports or Services
Autism SA provides to you.

Their phone number:

1800 03 55 44

Their Website:

[NDIS Commission website](#)

Your complaint will be passed on to the following people



Jenny - CEO

Carolina – Quality Officer

Tanya – General Manager



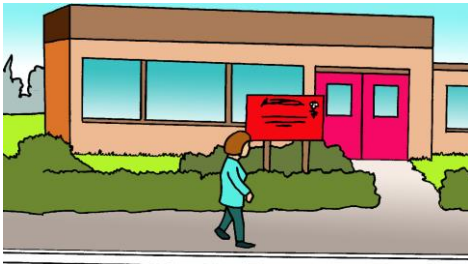
You can choose to remain
anonymous.



You can also choose the
people you do not wish to
receive your complaint.

Autism SA Contact Details

You can speak to our
someone at our Head office



**1/262 Marion Road,
Netley, SA**

You can call us on

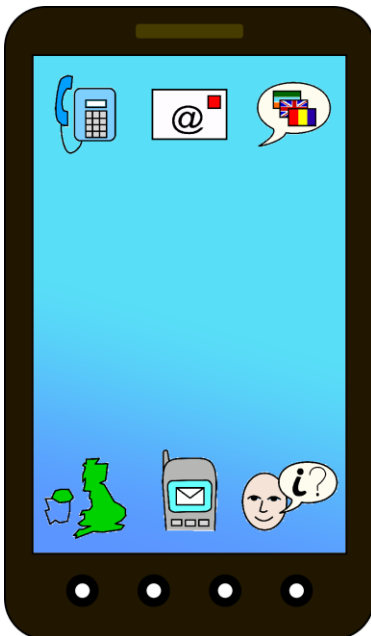
(08) 8379 6976

You can visit our website

autismsa.org.au

You can email us

feedback@autismsa.org.au



Resources

Easy English written by Engels Floyd & Associates

<https://engelsfloyd.com>

ClipArt © Inspired Services, UK.

www.inspiredservices.org.uk