Easy Read

How to make a complaint

A summary of part of the NDIS Participant Handbook from Coast and Country Primary Care (CCPC).

This is a sample. It was made from a public CCPC document to show what Easy Read looks like. CCPC did not make it or check it. Do not rely on it. Read the full document here: ccpc.com.au/ndis

About this document



A **complaint** is when you tell someone that something is wrong.



It is OK to make a complaint.

CCPC wants to know when something is wrong.



You can ask someone to help you read this document.

A friend, family member or support person can help you.



This document is a summary.

It only has the main ideas.

How to make a complaint



You can tell a CCPC staff member you feel OK with.

You can also tell a family member or someone who supports you.



You can send an email.

ccpc@ccpc.com.au



You can write a letter.

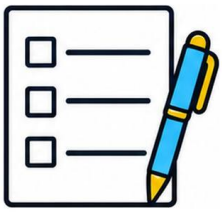
CCPC, 167B The Entrance Road, Erina NSW 2250



The phone number for CCPC is:

02 4365 2294

What to tell CCPC



Tell them as much as you can about:

- your name and how to contact you
- who or what the complaint is about
- what went wrong
- what you want to happen.



You can also give them any papers that help explain the problem.

What happens next



CCPC will take your complaint seriously.

They will be fair.



They will look into what happened.



They will work with you to fix the problem.

They will tell you what is going on.



CCPC will keep your complaint private.



Sometimes CCPC must tell someone else. This can happen when:

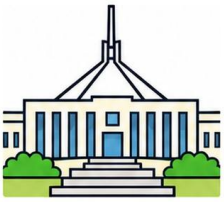
- there is an emergency
- someone is not safe
- the law says they must.

If you are still not happy



You can ask for help from:

- an NDIS Team Leader at CCPC
- the NDIS Manager at CCPC.



You can contact the NSW Ombudsman.

Call 02 9286 1000

Website www.ombo.nsw.gov.au



You can contact the NDIS Commission.

Call 1800 035 544

TTY 133 677



You can use the NDIS Commission website.

www.ndiscommission.gov.au/about/complaints

People who can help you



An **advocate** is a person who speaks up for you.

You have the right to use an advocate.



You can bring someone to meetings with you. They can be:

- a friend
- a family member
- an advocate.



Tell CCPC before the meeting if you want to bring someone.



These services can help you find an advocate:

- Synapse 1800 673 074
- Disability Advocacy 1300 365 085
- Intellectual Disability Rights Service 02 9265 6350.

Word list

Advocate

A person who speaks up for you.

Complaint

When you tell someone that something is wrong.

NDIS Commission

The government group that checks NDIS services are safe and good.

NSW Ombudsman

A group that looks into complaints about services in NSW.