



EASY READ COMPLAINTS

HOW TO FILE A COMPLAINT OR GIVE
FEEDBACK?



This document is to help you **Complain** or give us **Feedback**.



It is okay to complain if you are not happy. Tell us when you are upset about:

- Your supports
- Workers
- Us (PACE Health Management)



You can talk to **your Exercise Physiologist**.



You can ask someone **you trust** to help you complain.



You can ask an **Advocate** to help you. An **Advocate** is someone who speaks up for you if you cannot speak up for yourself.



Not sure who to help you. Ask the Clinic Director or Practice Manager, who will help you find someone.



We will try to **fix** your problem.
We will **talk** to you about your problem.



Shh!!
We will keep anything you say **private**.



Not Happy?

You can tell:

NDIS Commission

1800 03 55 44 (This is a free call from landlines)

Or online [here](#)