



Easy Read: Complaints



Who can make a complaint?



A **complaint** is when you are not happy with something and you tell someone.



Complaints can be made by anyone who knows you including yourself.

Different ways to complain.



You can call someone to complain.
This is called a verbal complaint.



You can send someone an email or letter to complain.
This is called a **written complaint**.



You can complain without telling the person who it is.
This is called an **anonymous complaint**.

How to make a verbal complaint.

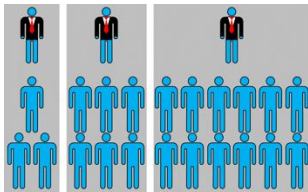


Call us.

We will listen to you and ask you how you would like to fix the issue.



If the complaint **cannot** be fixed straight away, we will speak with the **Directors**.



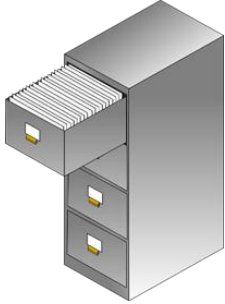
A **Director** is one of the big bosses of our company.



If you wish to speak with the Directors, we will arrange a meeting for you.



We may ask you to put your complaint in writing.



We keep track of all complaints.

How to make a written complaint.



Write out your complaint and send it to hello@butterflyhousecollective.com.au



We will read your complaint and ask how you would like to fix the issue.



If the complaint **cannot** be fixed at the time we will give your complaint to the Directors.



If you would like to speak with the Directors, we will get them to call or email you.

What do we do after you complain?



We will ask you how the issue has upset you.



We will tell you how we plan to fix the issue.



We will tell you what we have done to fix the issue.



We will say sorry.

Other places to complain.



NDIS commission.

Verbal complaints can be done by calling 1800 800 110

Written complaints can be done by emailing feedback@ndis.gov.au



Commonwealth ombudsman.

Verbal complaints can be done by calling 1300 362 072

Written complaints can be done by emailing info@ombo.nsw.gov.au