

HOW TO MAKE A COMPLAINT

ARE YOU UNHAPPY ABOUT SOMETHING AT BAYLEY HOUSE?

WHAT IS A COMPLAINT?

A complaint is when you tell someone about a problem or worry that you have about something or someone.

A COMPLAINT COULD BE:

- Something wrong with your activity, service or supports.
- Something you are unhappy about.
- Something you are worried about.
- A decision you are not happy with.
- Something you are unhappy about at home.
- You don't feel you are being treated fairly.

HOW YOU CAN TELL US:



WRITE IT DOWN



PHONE SOMEONE



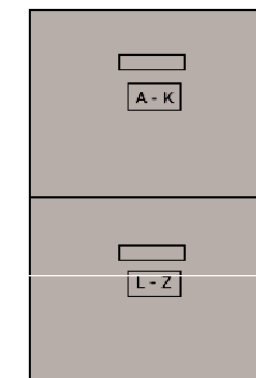
TALK TO SOMEONE

YOU CAN ALSO CHOOSE TO HAVE SOMEONE - SUCH AS A FAMILY MEMBER, FRIEND OR ADVOCATE - HELP AND SUPPORT YOU TO MAKE A COMPLAINT.

WHAT HAPPENS NOW?

A RECORD OF YOUR COMPLAINT IS KEPT ON FILE

COMPLAINTS FORM



- We will let you know that we have received your complaint within 2 business days of receiving your complaint.
- We will let you know what's happened and work with you to resolve it.
- We will resolve your complaint within 14 days. But if we haven't been able to, we will let you know what we are doing and how long it will take to resolve.
- We will also ask how we can make our complaints process better.

You can contact the CEO or the Complaints/Feedback Officer on

- Phone: 9982 1500
- Email: contactus@bayleyhouse.org.au or
- Use our online feedback form: <https://www.bayleyhouse.org.au/compliments-and-complaints/>

If you are unhappy you can also call the NDIS Quality & Safeguards Commission

1800 035 544

TTY 1333 677

or you can make a complaint online at

<https://www.ndiscommission.gov.au/about/complaints>

If anything is still troubling you, you can call the Office of the Public Advocate on

1300 309 337

TTY 1300 787 510

or you can email them

publicadvocate@justice.vic.gov.au