

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 (Building Blocks Therapy)



You can talk to Building Blocks Therapy on (03) 9404 0338.



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?

Talk to the Clinic Director 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](#)