

# Feedback and Complaints are OK

**Your voice matters...**

**We want to hear from you...**



## Tell us

- **Feedback** - Tell us what is going well or how we can make things better for you.
- **Complaint** - Tell us if something is wrong or if you have a problem.
- We can help you if you - Tell us.
- You will not be in trouble.

Open the Easy Read by using a mobile phone or ipad camera to scan the QR Code



<https://www.ndvr/feedback-complaints-ok>

We want you to tell us by:

1. Speaking to a staff member.
2. Phoning 1300 730 334.
3. Using the Easy Read Feedback and Complaints are OK. Ask a Staff member for a printed copy or open it using the QR Code.



## We are listening

We will listen to what you tell us.

We may need to ask you some questions.



## We will act

We will work together to fix a problem or make something better.

**If you do not want to tell Endeavour Foundation you can tell the NDIS Commission on 1800 035 544.**

**If you do not want anyone to know you are making a complaint you can tell BDO Secure on 1300 781 251.**