Helping you make Complaints

Get help to make a complaint
- from our workers
- from your family or friends
- from an advocate
- from the NDIS Commission

Advocates
An advocate is trained to speak for you. If you are not sure how to find an advocate, we can help. Advocates are a free service.

NDIS Commission
You don’t have to talk with us. If you have a serious complaint, you can tell the NDIS Commission.

It’s OK to Complain.
Tell us what you think.
Call us: 08 8322 2792
Email: support@pahs.com.au
Pearson Allied Health Services
4/378 Main South Road
Morphett Vale SA 5162

Contact the NDIS Commission
www.ndiscommission.gov.au
Phone: 1800 035 544
TTY: 133 677
Interpreters can be arranged.

Advocates can help you complain
The National Disability Advocacy Program can help you work with an advocate.
Email: disabilityadvocacy@dss.gov.au
Or write to:
Disability, Employment and Carers Group
Department of Social Services
GPO Box 9820, Canberra ACT 2601
Or search “disability advocate” online.

This information is part of the Feedback, Compliments and Complaints Policy and Procedure. If you wish to read the entire policy, we are happy to provide a copy.

Working together to achieve your goals
Feedback Form
You can provide feedback here.

Your Feedback is Important
Your feedback helps us to improve, so that you will feel safer, happier and get more out of our services.

We will often ask you for feedback. You can also comment or make a complaint at any time.

You can use this brochure to phone us, or ask our staff for assistance. The Client Support Officer will make sure the right people get your message.

All complaints will be kept private.

When you tell us what you like or don’t like, we will listen.

You will always receive a reply from us as soon as possible.

Compliments and Complaints
• To provide you with quality services, we need your feedback.
• Feedback can be compliments, general comments or complaints.
• We certainly value compliments.
• That means we are getting it right. If you are happy, we are happy!
• If you are not happy, tell us. It’s OK to make a complaint.
• So don’t be shy. We need to know how you feel. Help us improve our services.
• We will always listen and reply to complaints, as soon as possible.
• You can complain anonymously. If you don’t leave your name, we can’t reply to your complaint. But we will still try to make things better.