

## 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.



*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.*



### 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](http://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.

I CHOOSE SA



I support the

**ndis**



**PAHS**

Pearson Allied  
Health Services

## FEEDBACK & COMPLAINTS



**Working together to  
achieve your goals**



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

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.

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.



***You can provide feedback here.***

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. In the top right corner, there is a light purple decorative shape that resembles a stylized leaf or a piece of paper folded over itself. The overall appearance is clean and minimalist, typical of a notebook or a template for writing.

- 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.



**ndis**