

## 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 on your behalf. If you are not sure how to find an advocate, we can help you. 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](mailto:support@pahs.com.au)

### Pearson's Services

Level 1

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](mailto: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.



**PEARSONS**  
Services

## FEEDBACK & COMPLAINTS



**Working Together To  
Achieve Your Goals**

## 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.

# Feedback Form

**You can provide feedback here.**

## 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.

