



How to make a Complaint

Easy English

This Document explains how to make a **complaint**



This document is an Easy Read version of
Axess Ability Complaints Guidelines available here

<http://axessability.net.au>

What is a complaint?



A complaint is when you are not happy,



and want to tell someone about it.



At Axess Ability, we want to hear what you have to say.



We will keep your complaint private.

How to make a complaint



You can ask



your family,



or a friend,



or an advocate



for help.



You can use an interpreter,



call **03 9280 1955** if you need one.

How to make a complaint to Axess Ability

You can:



Talk to someone at Axess Ability



Call Axess Ability on:
03 9752 2691



Send an email to:
axessability@iinet.net.au



Send a letter to:
P.O. Box 1243ountain Gate, Vic, 3156

Other Places You Can Contact

NAME		
<p>NDIS Quality and Safeguards Commission</p>	<p>1800 035 544</p>	<p>www.ndiscommission.gov.au</p>
<p>Commonwealth Ombudsman</p>	<p>1300 362 072</p>	<p>www.ombudsman.gov.au</p>
<p>NDIA National Disability Insurance Agency</p>	<p>1800 800 110</p>	<p>www.ndis.gov.au</p>
<p>DHHS Department of Health and Human Services</p>	<p>1300 650 172</p>	<p>www.dhhs.vic.gov.au</p>
<p>Australian Human Rights Commissioner</p>	<p>1300369 711</p>	<p>www.humanrights.gov.au</p>
<p>Aged Care Quality and Safety Commission</p>	<p>1300 292 153</p>	<p>www.agedcarequality.gov.au</p>

APPROVAL AND REVISION HISTORY

FORM No	Approved/Amended/Rescinded	Date	Name	Position
CF009	Approved	16/7/19	Michelle Scarlett	Partner