

Standard 4 (Easy Read)

Feedback and Complaints



This information is written in an easy to read way.

We use pictures to explain some ideas.



You can ask for help to read this information.

A family member, friend or support person may be able to help you.

Let us know if you would like us to help you.



This Easy Read information is a shorter version of another document.

You can ask us for a copy of the longer document.



This fact sheet is about how to provide feedback or make a complaint.

You have the right to complain about our service. It is ok to complain.



When things go wrong, we can learn from our mistakes and make our service better. We also like to know when we get things right too.



You can provide feedback or make a complaint in different ways.

- You can tell someone you have feedback or a complaint
- You can write a feedback or complaint or use a form.
- You can draw a picture of what went right or wrong



You can use any type of communication that suits you to make a complaint.



People who support you can help you to complain or provide feedback. This means that your family, friends or other people can help you.



We will keep your feedback or complaint private.

Only people who try to fix the problem will be told about your complaint.

We use both your feedback or complaint to help improve our services. It tells us what we do right and what we do wrong.



You will not be in trouble for complaining or giving us feedback.

We will not make you feel bad for saying something is wrong with the service you use.



We will be honest and fair.



If there is a problem we will try to fix it quickly.



We will tell you what we did to fix a problem.



We will work hard to make our services better for you and for others.

Please contact SchemeWise if you have feedback or wish to make a complaint:

Talk to your service person

Phone SchemeWise 1300 785 567

Use our online form at www.schemewise.com.au