



**LIGHTHOUSE
DISABILITY**

Tell us what you think

**Compliments and Complaints
Easy Read**



I am happy



I am not happy



I have a
suggestion

Overview of booklet.



We always want to **provide you with excellent service.**



We want to hear what you have to say **about Lighthouse Disability.**



You can give us **good** or **bad feedback.**



Hearing about what we are **good** at helps us know **we are doing the right things.**

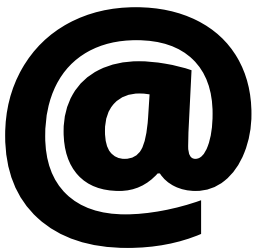


Hearing what we are **not good** at will help us make changes and **do things better.**

How do I make a complaint?



You can make a complaint by **speaking to a Community Support Worker or any other Lighthouse Disability employee.**



You can send an email to **admin@lighthousedisability.org.au**



You can phone us on **8256 9800.**



You can write us a letter or visit us in person at **101 Park Tce, Salisbury.**



You can **ask a staff member** for a feedback form to complete.



You can go online to **lighthouse Disability.org.au/feedback** and fill out an online form.

What are my rights?



You have a **right to make a complaint** if you are not happy about something.



You have the right to be **taken seriously**.



You have the right to be treated with **respect and dignity**.



We will respect your **privacy** and keep information **confidential** at all times.



You have the right to have **people support you** when you make a complaint.

I have lodged a complaint - what next?



We will record your complaint in a **safe place**.



We will **acknowledge** your complaint as soon as possible.



We will tell you **how we will try** and help with your complaint



We aim to **resolve** your complaint in **21 working days**. Sometimes we need a **bit longer** but we will communicate this with you.

When we have finished helping you, we will:



- Tell you what **we have done** to try and fix the problems



- Ask for your feedback about **how we have supported you** with your complaint



- Tell you what you can do if you are **still not happy**

What if I am still unhappy?



You can contact:

NDIS Quality and Safeguards Commission

Phone 1800 035 544

Free call from landlines

Interpreters can be arranged

[ndiscommission.gov.au](https://www.ndiscommission.gov.au)



Health & Community Services Complaints Commissioner (HCSCC)

Phone 08 8226 8666

Country callers 1800 232 007 (toll free)

[hcsc.sa.gov.au](https://www.hcsc.sa.gov.au)





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If you have questions or
would like to talk to us you
can call us on **8256 9800**