

FEEDBACK AND COMPLAINTS

We want to know what you think about EarlyEd services.

We want to make services better.



It's OK to complain!
It can make services better.



You can talk to us if you have a concern or complaint about your service.

When you tell us it helps us:

- understand what made you unhappy
- give you information about why something happened
- fix the problem
- say sorry.

Tell us about any concerns so we can sort them out quickly. We can help to make services better for you.

How to let us know how you feel about your service?

- Ask for a form to fill in or write to the CEO or Board
- Talk to your EarlyEd staff
- Call 9923 2727 and ask for the CEO
- Put a note in the Suggestion Box
- Provide feedback or complain to NDIS

<https://www.ndis.gov.au/contact/feedback-and-complaints>

phone: 1800 800 110

Note:

When you are telling us your concerns feel free to ask for any person who makes you feel comfortable. You can ask an independent person to do this for you, at any time, if you prefer. They can be your advocate.

What you say will be kept confidential.

It is against the law for people from your service to treat you badly when you make a complaint.

For more information go to <https://www.earlyed.com.au/contact-us/feedback-complaints/>