

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 feedback 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?

- Fill in a [form](#) which can go to the CEO or Board
 - Talk to your EarlyEd staff
 - Call 9923 2727 and ask for the CEO
 - Email the CEO and Board – info@earlyed.com.au
 - Scan the QR code at the centre
 - Provide feedback or complain to NDIS
- www.ndis.gov.au/contact/feedback-and-complaints
You can talk to the NDIS by phone: 1800 800 110,
email: enquiries@ndis.gov.au or webchat.

Note – Helping you feel comfortable to talk about your feedback:

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

Confidentiality: What you say will be kept confidential. It is against the law for people from any service to treat you badly when you make a complaint. For more information go to www.earlyed.com.au/contact-us/feedback-complaints/

Whistleblower Protections: A Policy and Procedure has been developed so that people can raise concerns regarding situations where they believe that EarlyEd or anybody connected with EarlyEd has acted in a way that constitutes serious wrongdoing, including unethical, illegal, corrupt or other inappropriate conduct. You can do this using this form: [Whistleblower Feedback Form](#)