

Compliments and complaints

Act for Kids



Easy English

Blue words



Some words in this book are **blue**.

We write what the blue words mean.

Help with this book



You can get someone to help you

- understand this book

- find more information.



Contact information is at the end of this book.

About this book



This book is from Act for Kids.



We want kids to be safe.



We can help parents and families.

This book is about how to give us **feedback**.



Feedback is when you say what you think about

- a service



- a person.



You can say

- if you are happy

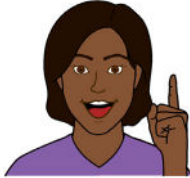


- if you are **not** happy.

You could tell us a compliment



A **compliment** is when you tell us we did a good job.



You could tell us why you like what we do.

You could make a complaint



A **complaint** is when

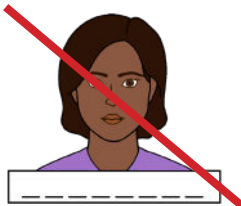
- you are **not** happy

and



- you tell someone the reason.

When you tell us your complaint you must tell us what has happened.



You do **not** have to tell us your name.

We will listen to you



You can tell us what language you want to use.



You can ask someone you trust to help you tell us what you think.

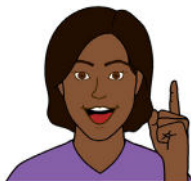


We will still help you if you tell us what you think.



We will keep your information safe.

We will respect you

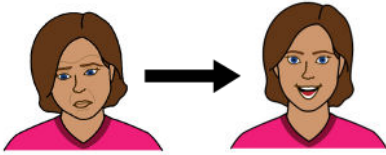


Respect means we understand that

- everyone is important



- we should be kind to everyone.



We will try to fix the problem

You can tell us

- what has happened



- what you want to happen next.



You might want someone to say **sorry**.



We will find out more about your problem.

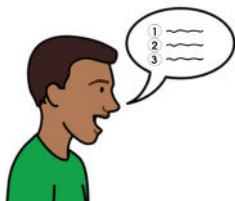


We will try to fix your problem in 4 weeks.

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

We will tell you

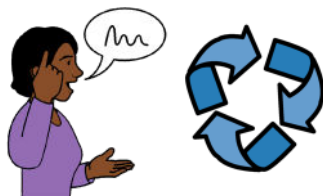
- how we will fix the problem



- if we **cannot** fix the problem.



If you think we did not fix your problem



You can ask us to try again.

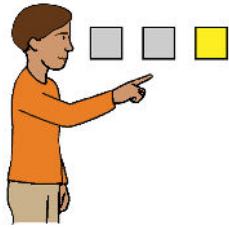


You can also talk to other people about your complaint.



Contact information for other people you can talk to is at the end of this book.

How to tell us a compliment or complaint



There are different ways you can give us feedback.

1 You can talk to us



You can talk to

- your worker



- the manager.



Call 1300 228 000

2 You can use our email address



You can send us

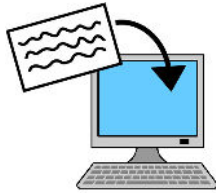
- an email



- a video



- a voice recording.



Email feedback@actforkids.com.au

3 You can use our website

We can help you use the website.



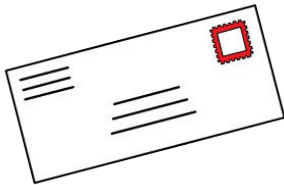
You can also ask someone you trust to help.



Website actforkids.com.au/feedback

4 You can write a letter

You can send us a letter.



Address

PO Box 1844

Milton

QLD 4064

5 You can talk to other people about your feedback



If your feedback is about human rights

Human rights are things that every person should have.



You can contact the Australian Human Rights Commission.



Call 1300 656 419



Website humanrights.gov.au/complaints

If your feedback is about disability



You can contact the
NDIS Quality and Safeguards Commission.



Call 1800 035 544



Website ndiscommission.gov.au

If your feedback is about a health worker



You can contact the Australian Health
Practitioner Regulation Agency or AHPRA.



Call 1300 419 495



Website ahpra.gov.au

If your feedback is about a speech pathologist

A **speech pathologist** is an expert who can help people



- say what they think



- eat



- drink.

You can contact Speech Pathology Australia.



Call 1300 368 835



Website speechpathologyaustralia.org.au

**If your feedback is about how a service uses
your information**

You can contact the Office of the Australian
Information Commissioner.

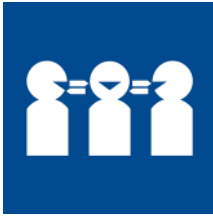


Call 1300 363 992



Website oaic.gov.au

If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

Give the TIS officer the phone number you want to call.

If you need help to speak or listen



Use the National Relay Service to make a phone call.

You must sign up to the service first.



Call 1800 555 660



Website [accesshub.gov.au/nrs-helpdesk](https://www.accesshub.gov.au/nrs-helpdesk)

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