



At Lifeplan, we welcome your feedback and complaints! We see them as a way to improve our service to you. Please let us know if you have a complaint or are unhappy.

We will make sure that:

- we **listen** to all complaints
- we handle complaints **quickly**
- you are given **help** if you need it when making the complaint and after making a complaint
- you feel safe to **ask questions** about the complaint
- you feel safe to make a complaint and are not made to feel upset by others
- we will keep your complaint **private**

If you're not sure who to talk to or you're not comfortable, you can talk to:

- one of our staff members who you know and **trust**
- someone else you trust, like a family member or friend

You can also get help from an Advocate, who can complain or provide feedback for you. A Lifeplan staff member will be able to give you information about Advocates. You can also find an Advocate on this website:

<https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

You can make a complaint **at any time** directly to the **NDIS Commission:**

Call: **1800 03 55 44**

Or go to their website:

www.ndiscommission.gov.au

How you can complain to Lifeplan:

- you can make a complaint by speaking to the person
- you can write a letter:
 - to a staff member
 - the CEO of Lifeplan
- you can make a complaint by putting a letter in the Suggestion Box in the front entrance of the Head Office
- you can send a letter: 122-124 Mills Street, Welshpool, WA 6106
- you can call (08) 9277 7223
- if you don't want Lifeplan to know who made the complaint you can go here: <https://www.lifeplan.org.au/contact-us/>