

COMPLAINTS AND FEEDBACK POLICY

Easy English book March 2021



How to use this book

This document is by Life Without Barriers in Easy English.

We use pictures to explain some ideas.

Some words are **blue** and we explain what they mean.

This book explains what Life Without Barriers promises to do to fix a problem if a person we support is unhappy.



LIFE WITHOUT BARRIERS

Life Without Barriers supports lots of people to live life the way they want to.



Every person we support should always feel safe and respected.

Every person we support has the **right** to be respected and safe.



Rights are things you and everyone has and should expect.

Every person we support has the right to speak up and make a **complaint**.



A complaint is when a person says they are unhappy with something, have been hurt or something does not feel right.



If a person we support is not happy with their support, we always want them to speak up and tell us.

We will listen to every person who makes a complaint.



We want to understand and fix problems quickly.



We will work with every person and their support network if there is a problem.



We will talk about how we will try to fix it.



There are special rules we must follow if a person makes a complaint.

The rules make sure we fix the problem properly.



We will do everything that the law tells us to do to fix the problem.



LIFE WITHOUT BARRIERS

We will learn from every complaint.

We will make changes to help stop any problem happening again.

Every person we support or their support network can make a complaint to Life Without Barriers



- ✓ **Email**
complaints@lwb.org.au



- ✓ **Call**
1800 721 226



- ✓ **Website**
www.lwb.org.au



- ✓ **Mail**
National Complaints Manager
Life Without Barriers
PO Box 2226
DANGAR NSW 2309

This Easy English document was created by Life Without Barriers. We support and encourage the use of Easy English and accessible materials so every person may have the opportunity to engage with and understand important information about our services.