



How to make a Complaint

Easy English

This document is an Easy Read version of
Axess Ability Complaints Guidelines available here

<http://axessability.net.au>

This Document is about how to make a **complaint**



What is a complaint?



A complaint is when you are Not Happy

and want to tell someone about it.



At  we want to hear



what you have to say



We will keep your complaint private

How to make a complaint

You can ask



family



or a friend



or an advocate



for



Help

You can use an interpreter



Call



92801955

How to make a complaint to Axess Ability

You can:



Talk to someone at Axess Ability



Call Axess Ability on:

03 97522691



Send an email to:

axessability@iinet.net.au



Send a letter to:

Axess Ability

P.O. Box 1243ountain Gate, Vic, 3156

Other Places You Can Contact

NAME		
NDIS Quality and Safeguards Commission	1800 035 544	www.ndiscommission.gov.au
Commonwealth Ombudsman	1300 362 072	www.ombudsman.gov.au
NDIA National Disability Insurance Agency	1800 800 110	www.ndis.gov.au
DHHS Department of Health and Human Services	1300 650 172	www.dhhs.vic.gov.au
Australian Human Rights Commissioner	1300369 711	www.humanrights.gov.au
Aged Care Quality and Safety Commission	1300 292 153	www.agedcarequality.gov.au

APPROVAL AND REVISION HISTORY

FORM No	Approved/Amended/Rescinded	Date	Name	Position
CF009	Approved	16/7/19	Michelle Scarlett	Partner