

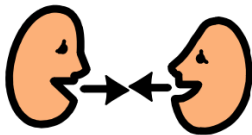
Policy Area	Quality
Policy Number	Q-PO-01b
Approval Date	3 April 2025
Review Date	April 2028

Easy English Complaints Process



If you're not happy with HomePlace
or one of your workers, you need to let us know by
making a complaint

You can do this by



- Talking to your staff member or Coordinator



- Or you can call HomePlace on 8445 9900



- Or write us a letter or email

[HomePlace.com.au](https://www.homeplace.com.au)

- Or through our website

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You can ask a friend, family member or advocate to help you make your complaint



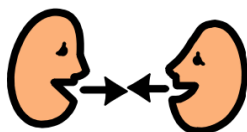
Your complaint will be passed to a Senior member of staff who will look into your complaint



The Senior member of staff will write your complaint down and look at how we can make things better



The Senior staff member will see if we need to make changes



The Senior member of staff will keep you up to date with what's happening with your complaint

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They will tell you the outcome of the complaint
and will be given to you in writing



If you are not happy with the outcome
You can contact

Public Advocate 8342 8200

NDIS Commission 1800 035 544

Complaints commission 8226 8666



If you are not happy with anything to do with your
NDIS funding, you can speak to your Support
Coordinator or NDIS commission on
1800 035 544

If you need help to make your complaint, any staff member at HomePlace can
help you

If you want someone else to help you, you can ask a friend, family member or
someone you can trust

Or you can ask for an advocate to help you