



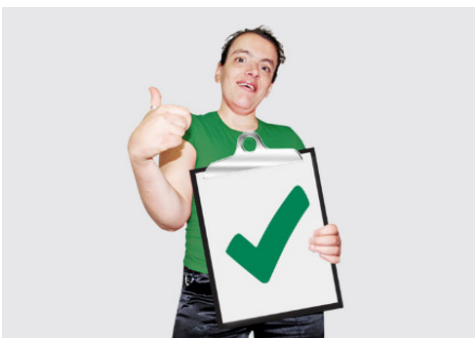
# Feedback & Complaints

This is an easy to read summary of Unisson's Feedback and Complaints Policy.



At Unisson we like to get feedback about our work.

Feedback helps us get better.



Feedback can tell us what we are doing well.

Feedback can tell us what we could do differently.



We also want you to tell us if we are doing something wrong.

That is called a complaint.



## How can I give feedback or make a complaint?



You can talk to Unisson staff.



You can call us on **1300 266 222**.



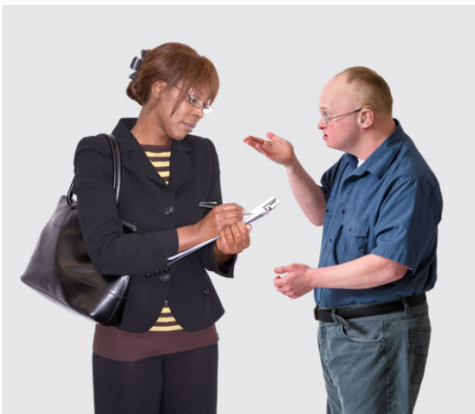
You can go to our website:  
**[www.unissondisability.org.au](http://www.unissondisability.org.au)**



You can send an email to  
**[hello@unisson.org.au](mailto:hello@unisson.org.au)**



You can write a letter Unisson Disability  
6 West Street  
Pymble NSW 2073



## What happens next?

- If you make a complaint we will
- Not be angry with you
- Take your issue seriously
- Keep it confidential
- Manage it as quickly as possible
- Explain to you what will happen and how long it will take



## Help

You and your family can have someone help you make a complaint.

This can be an advocacy or other support service.



If you are not happy with the result of your complaint, you can contact the NDIS Quality and Safeguards Commission.

You can call them on **1800 035 544** or visit **[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)**



## Regular Feedback

We want to know if people are happy with our services.

To get feedback, we often do

- Consultation groups
- Surveys
- Working groups