



C  MPLIMENTS

and

C  MPLAINTS

**Everyone has the right to give feedback, give a compliment or make a complaint.**

**At Unisson, we want to know what you think.**



Feedback is telling us how you feel about Unisson



It can be good or bad



You can tell a Unisson staff member about it

A **COMPLIMENT** IS WHEN YOU ARE HAPPY ABOUT SOMETHING AT UNISSON.



**YOU CAN TELL US BY:**



Talking to a Unisson staff member



Calling 1800 266 222



Emailing [hello@unisson.org.au](mailto:hello@unisson.org.au)



Writing to:  
GM Practice Quality and Safeguards  
Suite 101, Lvl 1, 108-144 George Street  
Hornsby NSW 2077

A **COMPLAINT** IS WHEN YOU ARE VERY UNHAPPY ABOUT SOMETHING AT UNISSON.



## YOU MIGHT BE UNHAPPY ABOUT:



Not being treated fairly



Your safety



Not getting the right service



A Unisson staff member or someone else who works with Unisson

## IF YOU MAKE A COMPLAINT:



We will tell you we got it in 24 hours



We will be fair



We will listen to you



We will try to fix the problem



We will keep it private



We will tell you what is happening



We will make sure you feel safe



We will try to fix it in 28 days

You can make a complaint by yourself or with help from someone else.



# Making a complaint outside Unisson

## YOU CAN ALSO TALK TO:

### NDIA

 Phone: **1800 800 110**

 Email: **feedback@ndis.gov.au**

### NDIS QUALITY AND SAFEGUARDS COMMISSION

 Phone: **1800 035 544**

 Email: **contactcentre@ndiscommission.gov.au**

 Complete a complaint contact form:  
**[www.ndiscommission.gov.au/contact-us/makeacomplaint](http://www.ndiscommission.gov.au/contact-us/makeacomplaint)**

## ADVOCACY COMPANIES THAT CAN HELP YOU:

### PEOPLE WITH DISABILITY


 Phone: **1800 422 015**

 Email: **pwd@pwd.org.au**

### DISABILITY ADVOCACY NSW (DA)

 Phone: **1300 365 085**

 Email: **da@da.org.au**

 Website: **da.org.au**

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A COMPLAINT BY  
YOURSELF OR  
WITH HELP FROM  
AN ADVOCACY  
COMPANY**