

## complaints and compliments



It is important that you tell someone when something good or bad happens with your support.



You may want to talk to a support worker or manager in your community. They can support you to fill in a complaints form if you choose.



An advocate can support you to make a compliment. If this happens we will check you are happy with this and that they are saying what you want them to say.



Sometimes you may want to tell people when your support worker does something really good. You can also fill in a form and put it in the complaints and compliments box.

For more information about what will happen if you make a complaint or compliment then look at the easy read policy available in your home.