



## Customer Complaints and Feedback Policy



When you see the word **we**

- it means Activ



Easy English

October 2023

## Complaints



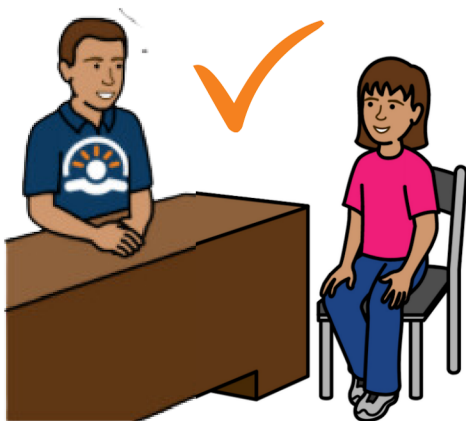
A **complaint** is when you are:

- you are not happy about something
- and you tell someone about it



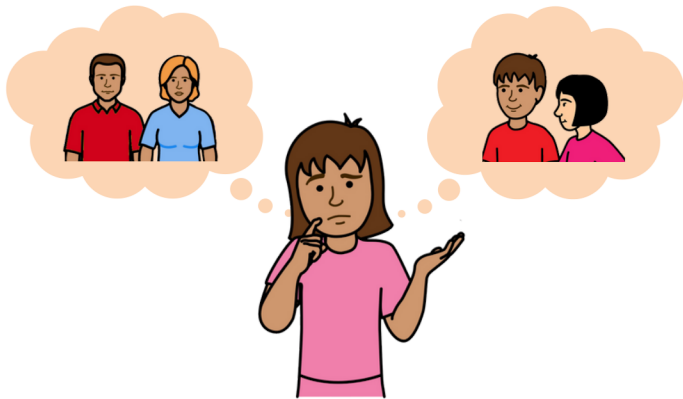
We will keep your complaint **private**

- **Private** means we only tell people who can fix the problem



It is always ok to tell us your complaint

- You will **not** get in trouble
- You do **not** have to tell us your name in the complaint

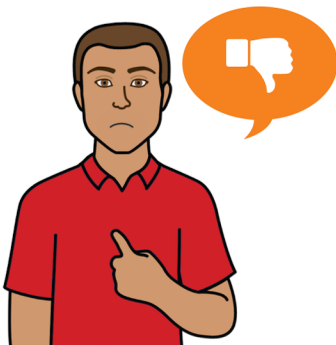


Other people may help you make a complaint like:

- your family
- your support worker
- your advocate



An **advocate** is someone who helps you speak up



They may make a complaint for themselves too



Other people can make a complaint about us too

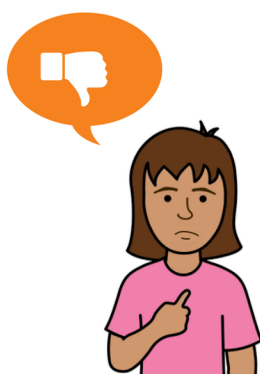
- like people who live in the community



## **We have a complaints process**

This tells us what we need to do

- in 3 steps



## **Step 1. You make the complaint**

You tell someone

- about the problem
- and what you want us to do to fix it





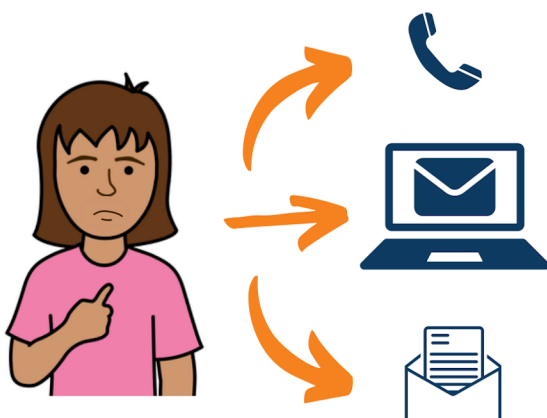
Tell someone you trust like:

- your family
- a team leader at Activ
- another person who works at Activ



We have a **Complaints Officer**

- this is someone who looks after the complaints
- You do not have to tell them your name



**You can contact the Complaints Officer**

- on the phone: 08 9387 0555
- on email: [feedback@activ.asn.au](mailto:feedback@activ.asn.au)
- send a letter to: PO Box 446  
Wembley WA 6913
- or send a letter to: 327 Cambridge  
Street, Wembley WA 6014



## Step 2. We try to fix the problem

We will **acknowledge** your complaint

- this means we will tell you we know and understand

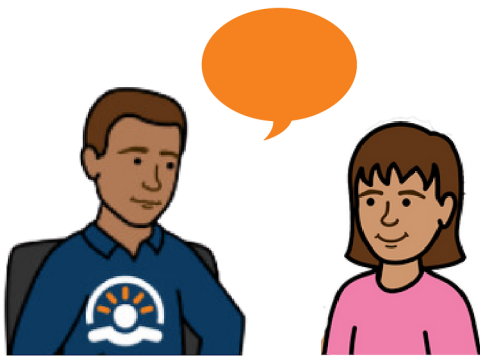


We will always try to fix the problem

- as fast as we can
- in a fair way
- in a way to suit your needs



Sometimes complaints take a long time to fix



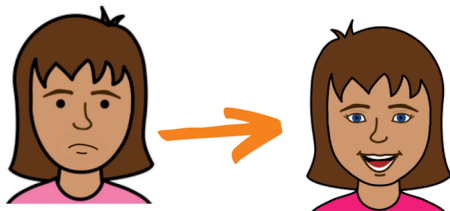
We will **update** you

- update means we will tell you how we are going
- you can ask for an update too

### Step 3. We fix the problem

**Your complaint is important to us**

- we want our services to be great
- we always work to make our services better



We can **resolve** most complaints

- resolve means to fix



We send a letter to tell you that:

- we have resolved your complaint



Sometimes you still may not be happy

like you feel:

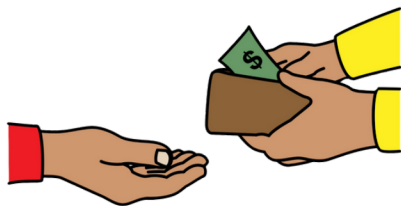
- we took too long to fix the problem
- or we did not fix the problem properly



There are some other places that can

help like:

- you can call the place that gives you your funding
- you can ask for help to get this support



You may get your funding from:

- NDIS

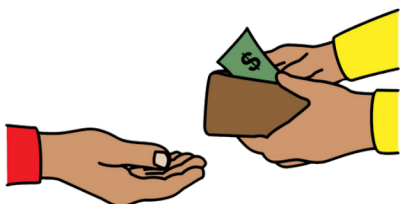
or

- Community of Support Program



You can call the **NDIS Quality and Safeguards Commission**

- call on: 1800 035 544



You may get your funding from:

- Disability Services



You can call the **Health and Disability Service Complaint Office**

- call on: 08 6551 7600

## Other services can help too

Sometimes:

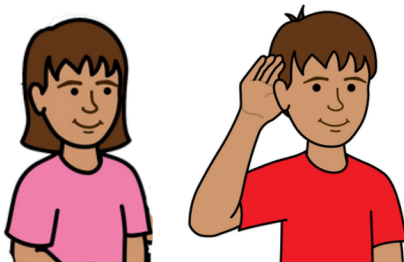


- we can **not** resolve the complaint
- you may **not** want to tell **us** your complaint
- you may want someone else to help you



You can yell your complaint to other services

- we say other **agencies**



You can ask for help to contact these other agencies

## Other services can help too

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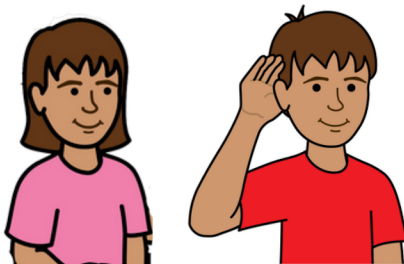


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## Other services you can contact:



### People with Disabilities WA

- on the phone: 08 9420 7279
- on email: [info@pwda.org](mailto:info@pwda.org)
- send a letter to: 23/2 Delhi Street

West Perth WA 6005

### Midland Information Debt and Legal

#### Advocacy Service

- on the phone: 08 9250 2123
- on email: [admin@midlas.org.au](mailto:admin@midlas.org.au)
- send a letter to: 12 Old Great Northern

Highway Midland WA 6056



### Developmental Disability WA



- on the phone: 08 9420 7203
- on email: [ddwa@ddwa.org.au](mailto:ddwa@ddwa.org.au)
- send a letter to: 2 Delhi Street,

West Perth WA 6005



## Other services you can contact:

### Kin Disability Advocacy for Diverse

#### Communities



Formerly Ethnic Disability  
Advocacy Centre

- on the phone: 1800 659 921
- on email: [admin@kinadvocacy.org.au](mailto:admin@kinadvocacy.org.au)
- send a letter to: 132 Main Street

Osborne Park 6017 Western Australia

### Sussex Street Community Law

#### Service Inc.



- on the phone: (08) 6253 9500
- on email: [legal@sscls.asn.au](mailto:legal@sscls.asn.au)
- send a letter to: 29 Sussex Street

East Victoria Park WA 6101

## About this book



Our Policy follows information from

- many laws
- Australian standards
- other Activ policies



Activ wrote this book in October 2023

We use pictures from



- Boardmaker by Tobii Dynavox
- Canva

This book helps you understand the

Activ Customer Complaints and Feedback Policy

- Version 8
- AQuA number 1588
- Issued in October 2023
- To review by October 2025

Make sure you print our latest version.