



Customer Complaints and Feedback Policy



When you see the word **we**

- it means Activ



Easy English

October 2023

Complaints



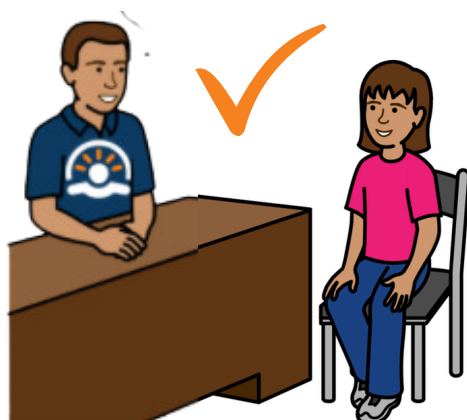
A **complaint** is when you are:

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



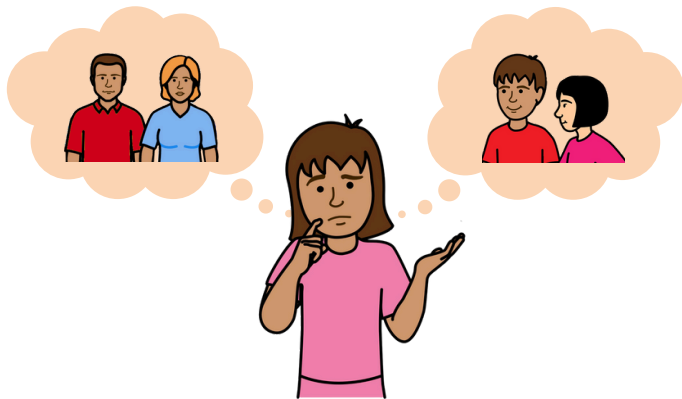
We will keep your complaint **private**

- **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

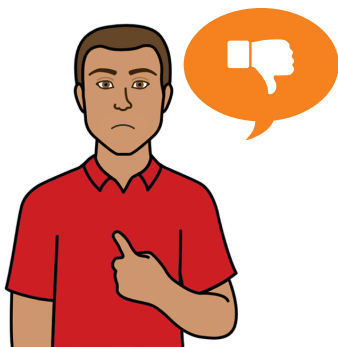


Other people may help you make a complaint like:

- 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

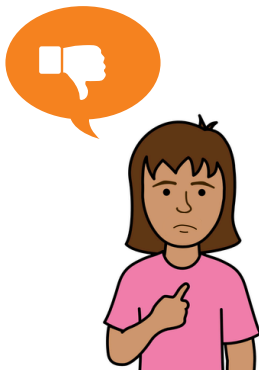
- like people who live in the community



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



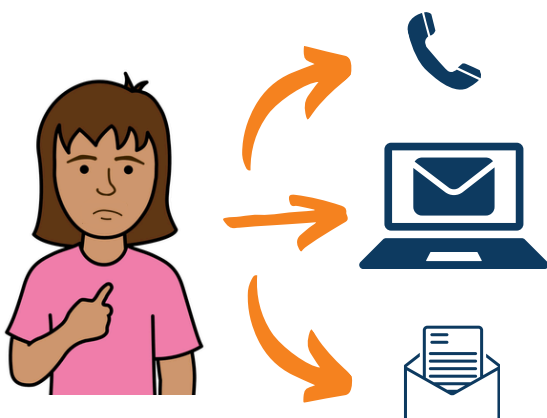
Tell someone you trust like:

- 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
- 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

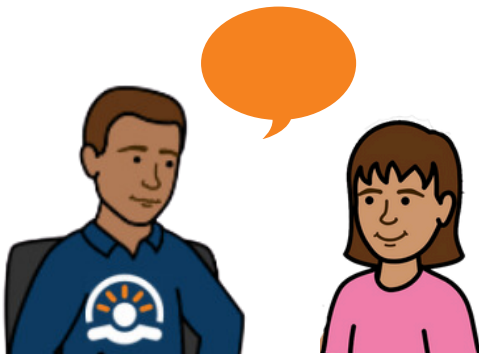


We will always try to fix the problem

- 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

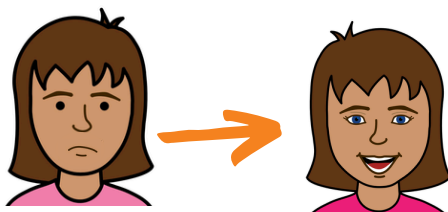
- update means we will tell you how we are going
- you can ask for an update too

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:

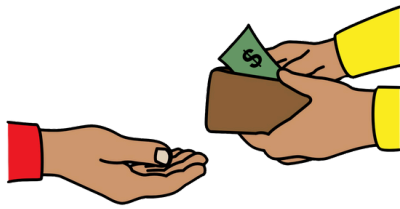
- we took too long to fix the problem
- or we did not fix the problem properly



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

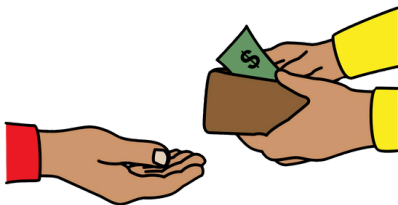
or

- 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

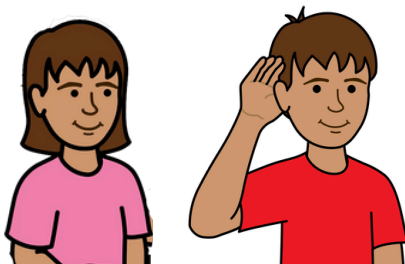
Sometimes:

- 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

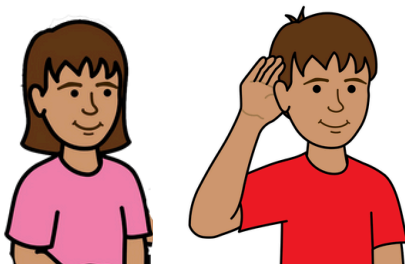
Sometimes:

- 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 tell your complaint to other services

- we say other **agencies**



You can ask for help to contact these other agencies

Other services you can contact:



People with Disabilities WA

- on the phone: (08) 6243 6948
- on email: info@pwdwa.org
- send a letter to: 22 Ormsby Terrace
Mandurah WA 6210



Midland Information Debt and Legal

Advocacy Service

- on the phone: 08 9250 2123
- on email: 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
- 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
- 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
- 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

- Easy English Complaints Policy
- Version 2
- AQuA number 3412
- Reviewed in October 2024
- To review by October 2026
- Make sure you print our latest version.