

Access Care Network Australia

How to make a complaint

Easy Read version

Access Care Network Australia wrote this document.

When you see the word 'we', it means Access Care Network Australia.

We have written this information in an easy to read way.

This Easy Read document is a summary of another document.

This means it only includes the most important ideas.

You can find the other document on our website at
www.acna.org.au

You can ask for help to read this document.

A friend, family member or support person may be able to help you.

Telling us what you think

At ACNA, we like it when people give us feedback.

We listen when you tell us what you think.

It helps us make our services better.

When you tell us about a problem, it is called making a complaint.

We follow 3 steps when we get complaints:

1. You tell us about the problem
2. We look at the problem and talk to you
3. We fix the problem if we can.

We explain each of these steps on the following pages.

Step 1 – You tell us about the problem

If you have a problem with one of our services, you can:

- phone us on 1300 972 920
- visit our website at <http://www.acna.org.au/contact-us> and complete the form.
- email us at feedback@acna.org.au

If you need help to speak up about the problem, we can help you find an advocate.

Advocates are people who speak up for people with disability.

You don't have to tell us your name if you don't want to.

But we might need to know your name to help us fix the problem.

We'll let you know if that's the case.

Step 2 – We look at the problem and talk to you

We will tell you when we have received your complaint.

We will contact you within 2 business days.

We might ask you some questions.

We will:

- look at the problem
- find a way to fix it.

We will do this within 10 days.

We will tell you if we need extra time.

You can talk to us during this time if you need to.

We will:

- give you the name of someone you can talk to
- let you know how things are going.

Step 3 – We fix the problem if we can

Some problems:

- are bigger than others
- need more time.

We fix most problems within 10 days.

Sometimes, we need a manager to help.

If you are not happy with how we plan to fix your problem, you can talk to a manager.

If you are not happy with the manager's ideas about how to fix your problem, you can talk to the people who work in our Executive Team.

Contact us

1300 972 920

6.30am to 4.30pm (AWST)

Monday to Friday

5 Sangiorgio Court

Osborne Park WA 6017

www.acna.org.au

The Information Access Group created this text-only
Easy Read document.

For any enquiries, please visit

www.informationaccessgroup.com.

Quote job number 3599.