

KAMELEON GROUP

Feedback and Complaints

Easy Read Version

This is an Easy Read version of Kameleon Group's Feedback and Complaints Policy and Procedure.

Easy Read uses short sentences and clear words to help make information easier to understand.

Words we use in this document

Kameleon Group means us, your service provider.

NDIS means National Disability Insurance Scheme.

Advocate means a person who supports you and speaks up for you.

Complaint means telling us something is wrong.

1. What is this about?

Kameleon Group wants to know what you think about our services.

You can tell us:

- Good things about our services
- Things we can do better
- If something has gone wrong

This is called giving feedback or making a complaint.

You have the right to give feedback or make a complaint. It will not change your supports.

2. What is feedback?

Feedback is telling us what you think about our services.

Giving feedback is your choice. You do not have to do it.

How can you give feedback?

You can give feedback in many ways:

- Talk to your worker
- Call us on 1300 10 10 69
- Email us at feedback@kameleongroup.com.au
- Fill in a Feedback and Complaints Form
- Talk to us at a meeting
- Fill in a yearly survey we send you

If it is easier, you can tell your worker and they will write it down for you.

3. What is a complaint?

A complaint is telling us when something is wrong.

You can make a complaint about anything to do with Kameleon Group. This includes:

- Your supports
- A staff member
- How we followed our rules

Remember

Making a complaint is safe.

We will not treat you differently for making a complaint.

You can change your mind and take back your complaint at any time.

4. How can you make a complaint?

You can make a complaint in these ways:

- Talk to your worker first

- Call us on 1300 10 10 69
- Email us at enquire@kameleongroup.com.au
- Write to us at Kingsway Medical Centre, Suite 8, 729-731 Pittwater Rd, Dee Why NSW 2099

You do not have to give your name if you do not want to.

You can get help

You can ask someone to help you make a complaint, like:

- A family member or friend
- An advocate

An advocate is a person who can speak up for you. We can help you find one if you need one.

5. What happens after you make a complaint?

1. We listen to you and write down what happened.
2. We ask you what you would like to happen next.
3. We look into what happened.
4. We keep you updated and ask you for more information if we need it.
5. We tell you what we found and what we will do. We try to finish this within 28 days.

If we need more time, we will tell you when you will hear from us.

6. If you are not happy with our answer

If you are not happy with how we handled your complaint, you can talk to someone else.

You do not have to talk to us first. You can go straight to these other services if you want to.

Who	How to contact them
NDIS Quality and Safeguards Commission	Phone: 1800 035 544 Website: ndiscommission.gov.au

Who	How to contact them
Australian Human Rights Commission	Phone: 1300 656 419 Email: infoservice@humanrights.gov.au
Australian Competition and Consumer Commission (ACCC)	Phone: 1300 302 502

Staff can help you contact any of these services if you would like support.

7. Keeping your information private

We keep your feedback and complaint information safe and private.

We only share your information if:

- The law says we have to
- We need to keep someone safe

We keep records about complaints for at least 7 years.

Contact Kameleon Group

Phone: 1300 10 10 69

Email: enquire@kameleongroup.com.au

Address: Kingsway Medical Centre, Suite 8, 729-731 Pittwater Rd, Dee Why NSW 2099

Website: www.kameleongroup.com.au