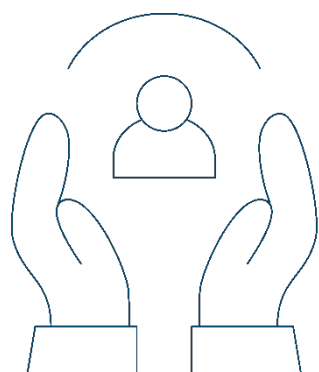




How to make a complaint

Fact Sheet



You might need help to read this fact sheet.

A friend, family member or support person can help you.





This Easy Read fact sheet helps you understand how you can make a complaint at DLi.



It is OK to tell us if you are not happy with the service you get from us. This is called a complaint.



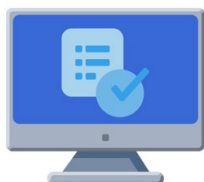
We like to hear from you when we have done things well too. This is called a compliment.



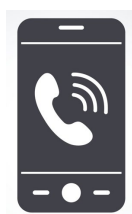
You can make a complaint in different ways



You can fill out the form with this fact sheet



You can fill out a form on our website – [DLi Feedback and Complaints Form](#)



You can telephone us on **8132 5400** and talk to us



Or you can send us an email at:

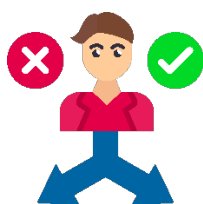
feedback@dlj.org.au

If you need help to tell us about your complaint you should ask someone you trust to help you. This could be:

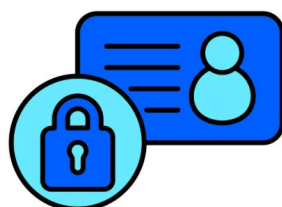


- Your parents
- A friend
- Your Support Worker, Team Leader, House Coordinator or another DLi staff member
- Your Support Coordinator

Ask them to help you make a complaint.



Once we have your complaint our Safeguarding Unit will make sure the right person is going to help you.



We keep everything you tell us private.



We might need to talk to you to get more information about your complaint and to make sure we understand.



We understand it can be scary to make a complaint but we will listen to you and treat you with respect.



We will try to fix your problem quickly and will tell you how we are going.



We will contact you and tell you how we plan to fix the problem.



We take all complaints seriously.



This information helps make our service better for you!



If you have any questions you can telephone us on 8132 5400 and talk to us