



## Feedback and Complaints

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This reader-friendly information is a shorter version of other documents relating to Feedback and Complaints. You can ask us for a copy of the longer document.



This fact sheet is about how to make a complaint or provide us with feedback.

You have the right to complain about our service. It is ok to complain.



When things go wrong, we can learn from our mistakes and make service better.



You can make a complaint in different ways.

You can tell someone you have a complaint.

You can write a complaint or use a complaint form.

You can draw a picture of what went wrong.



You can use any type of communication that suits you to make a complaint.



People who support you can help you to complain. This means that your family, friends or other people can complain for you.



Only people who try to fix the problem will be told about your complaint.

You will not be in trouble for complaining.

We will not make you feel bad for saying something.



We will be honest and fair.

We will try to fix the problem quickly.



We will tell you what we did to fix your complaint.

We will work hard to make our service better