



Participant Details	Name	
	Contact Number	
	Address	

Social Studio Easy Read About Complaints



This Easy Read information is a shorter version of another document.

You can ask us for a copy of the longer document



This fact sheet is about how to make a complaint

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.



We will keep your complaint private.

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 wrong about the service you use.

We will be honest and fair.



We will try to fix the problem quickly.

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

We will work hard to make our service better



This is the person who to contact if you have a complaint:

Claire Gilmour, Director

claire@socialstudio.com.au

0459 955 300