



COMPLAINTS AND FEEDBACK - PLAIN LANGUAGE STATEMENT

At My Therapy House we welcome your feedback, suggestions, ideas, recommendations, and complaints.

We take all your feedback seriously, as it helps us to continuously improve the way we provide our services.

Complaints

At My Therapy House we understand that sometimes we get things wrong, and want all our families to know that it's ok to tell us when this happens. You can do this in different ways:

- Talk to the staff member about the problem;
- Speak to the Director, Dana Baltutis in person or by phoning (08) 8277 7002, or email feedback@mytherapyhouse.com.au;
- Fill in our [anonymous feedback form](#);
- You can also post your complaint to:
Attention: Director
My Therapy House
21 Quick Road
Mitchell Park, SA 5043

We keep a record of every complaint, and what action we have taken. We also tell you about this in writing so you have a record of what happened.

We know that it can sometimes be hard to speak about any problems with the people involved. You can also talk to:

- the **NDIS Quality and Safeguards Commission**:
You can call them on: **1800 035 544**
Or you can call the **National Relay Service** and ask for **1800 035 544**
You can also do this online:
<https://beta.ndiscommission.gov.au/participants/understanding-complaints-process>
- If you have a complaint about the NDIS you can call the **National Disability Insurance Agency (NDIA)**:
Their phone number is **1800 800 110**
- Contact **Australian Health Practitioner Regulation Agency (AHPRA)** on **1300 419 495**
- Contact **Health and Community Services Complaints Commissioner (HCSCC)** on **(08) 8226 8666**

Advocates

You can ask somebody else to make a complaint or give feedback on your behalf. This might be a family member, a friend, or an Advocate. An Advocate is somebody who is experienced in talking to other people about problems. You can use these websites to find an Advocate to help you:

- <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>
- <https://askizzy.org.au/disability-advocacy-finder>

Compliments

We love people to tell us when we get things right! You can contact us using all the same methods above. We also love to hear about any suggestions you might have.