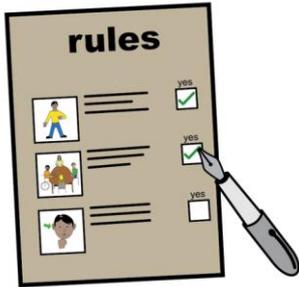


Feedback and Complaints Policy Easy Read

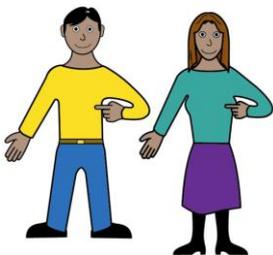


A **Policy** helps people know the rules.



We want to hear from you.

Who is this Policy for?



People who Mercy Connect supports.



Families and careers.



People who work or volunteer with Mercy

Connect (called **staff**).



Our community.

This policy is not for



Staff complaints about their work.



A **Whistleblower** is someone who reports

serious problems, like unsafe or illegal behaviour.

What do these words mean

Complaint



When someone is unhappy and wants Mercy

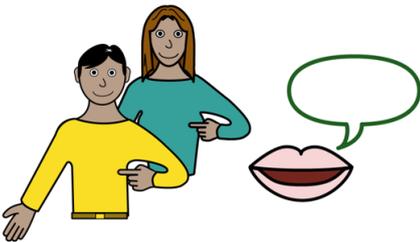
Connect to fix something.

Feedback



Ideas or comments about our services.

Compliment



Saying something nice about our services.

Complaint System



The way Mercy Connect handles complaints.

Our Promise

We will



Listen to complaints and feedback.

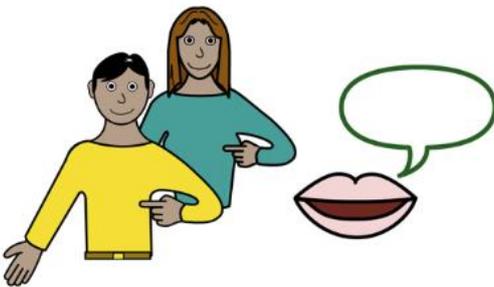
Treat everyone fairly.



Keep information private.



Respect different cultures.



Help people who need support to speak up.

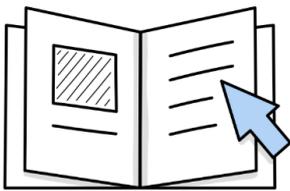
How we handle complaints



1. We get the complaint.



2. We will reply in **2** business days.



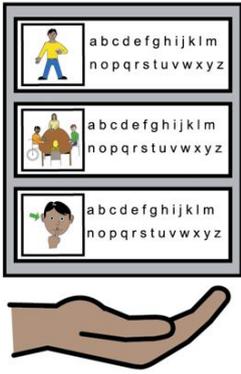
3. We review all the information.



4. We will ask more questions.



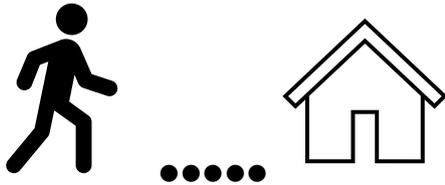
5. We will tell you what we will do in **30** days.



6. We will finish and make sure we record everything.

How can you make a complaint

Visit our offices



Thurgoona

30 Bottle Brush Street Thurgoona NSW 2640.

Orange

2/196 Lords Place, Orange NSW 2800.



Send a letter to

PO Box 440
Lavington NSW 2641



You can call us
02 60 43 35 00



You can email us
enquiries@mercyconnect.org.au



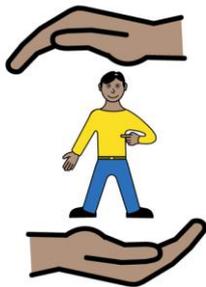
You can visit our website

<https://mercyconnect.org.au>

You can get help



- A support worker can help you.
- A family member can help you.
- You can ask for help from an advocacy member in your town.



We will help you feel safe.

You can contact



**NDIS Quality
and Safeguards
Commission**

NDIS Commission: Call 1800 035 544 or visit
[https://www.ndiscommission.gov.au/participants/
complaints](https://www.ndiscommission.gov.au/participants/complaints)



Whistleblower Service: Call 1300 790 228

<https://yourcall.com.au/report>

use ID: MERCYC

We keep records

A **record** is a document that has information

about your complaint.

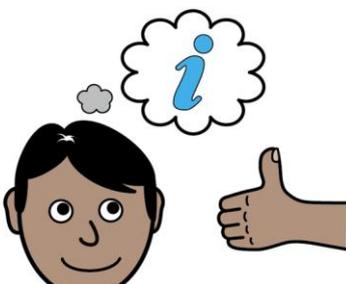
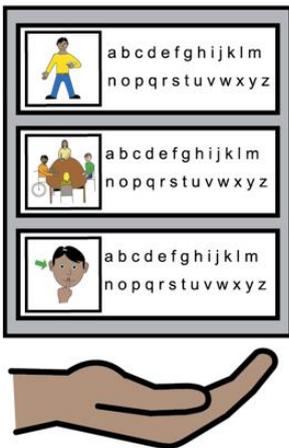
We write down

- When the complaint is made.
- What it was about.
- What we did.
- The outcome.

We want to improve

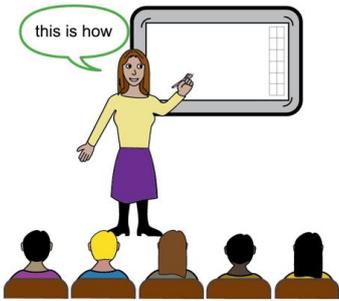
Information in records helps us improve our

services.





We can change systems.



We can train staff.