

# KAV Speech Pathology Feedback and Complaints

## You have rights.

- ✓ You have the right to be treated with respect.
- ✓ You have the right to feel safe
- ✓ You have the right to say if something is not right.
- ✓ You can give feedback or make a complaint at any time.
- ✓ You can give feedback or make a complaint and it WILL NOT affect your services in a bad way

## How to give feedback or make a complaint to us

You can:

- ✓ Talk to the Managing Director, Kim Veitch:
  - in person
  -  0424 117 230
  -  [kavsp@outlook.com](mailto:kavsp@outlook.com)

We will:

- Listen to you
- Take your concerns seriously
- Try to fix the problem
- Keep your information private

## Other options

- ✓ Ask someone you trust to help you
- ✓ You can contact the NDIS Commission.
  - They are independent.
  - They are free to contact.
  - You can ask someone to help you.

**NDIS Quality and Safeguards Commission**

**Phone: 1800 035 544**

**Website: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)**

## Advocacy (someone to help you speak up)

You can ask a family member, friend, or advocate to help you.

We can help you find an advocate if you want.

**We're here to ensure you feel safe, informed, and respected every step of the way**