



EASY READ COMPLAINTS

HOW TO FILE A COMPLAINT OR
GIVE FEEDBACK?



This document is to help you make a **Complaint** or give us **Feedback**.



It is okay to complain if you are not happy. Tell us when you are upset about:

- Your supports
- Workers
- Us (Scope Home Access)



You can talk to **Scope Home Access** on **1300 765 887**.



You can go to our website and submit a written complaint at www.scopehomeaccess.com.au/helpful-info/contact-us



You can ask someone **you trust** to help you make a complaint.



You can ask an **Advocate** to help you.

An **Advocate** is someone who speaks up for you if you cannot speak up for yourself.

OPAN provides advocacy for older people, you can contact them at:

Ph: 1800 700 600 or online [here](#)



Not sure who can help you?

Talk to our **friendly customer service staff** or our Head of Client Services who will help you find someone.



We will **talk** to you about your problem.

We will try to **fix** your problem.

We will not discriminate or victimise a person who has lodged a complaint.

We will advise you of the outcome of your complaint and the steps we have taken to resolve it.



Shh!!

We will keep anything you say **private**.



Not Happy?

You can tell:

**Aged Care Quality and Safety
Commission**

1800 95 18 22

(This is a free call from landlines)

Or online [here](#)