

Accessible  
Version



## Complaint Process and Form



Easy to read Illustrated version

## If I am unhappy with my service?



If I am not happy with My Disability Practitioners  
I can make a complaint.



No one will treat me badly if I complain.

If I make a complaint, My Disability Practitioners will  
listen and try to fix the problem with me.

## How I can make a complaint?



I can complain to My Disability Practitioners

I can:



Fill out the form on page 7 and send it



Call on 1300 32 14 14



Email [complaint@mypractitioners.com.au](mailto:complaint@mypractitioners.com.au)

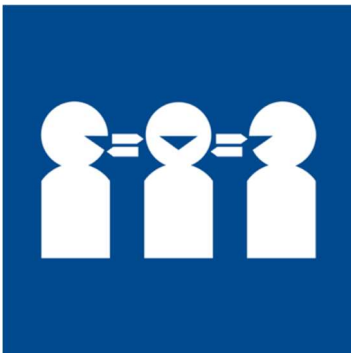


Send a message at [www.mypractitioners.com.au](http://www.mypractitioners.com.au)

## Who can help me make a complaint?



I can ask the people who support me to help me make a complaint.



The Translating and Interpreting Service  
(I speak a language other than English)  
Call 131 450



The National Relay Service  
(I am hearing or speech impaired)  
Go to <http://relayservice.gov.au>

## What happens to my complaint?



I can ask for my complaint to go to Ben Fulham.



I can ask for my complaint to go to Chadi Wahab.

**5 Days**

My Disability Practitioners will ask me for extra information about the complaint within 5 days.

**21 Days**

My Disability Practitioners will do something about the complaint within 21 days.

## What if I don't get the problem fixed?



If you do not think My Disability Practitioners fixed the problem you can talk to someone else.



If your problem is about things like what a service provider has done call the NDIS:



Fill out a complaint contact form



Call the NDIS 1800 035 544 (free call)



Email [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)



<https://www.ndiscommission.gov.au/participants/complaints>

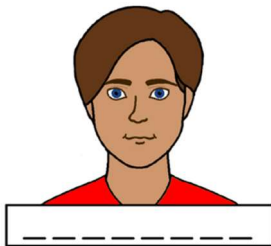
## The complaint form starts here



Fill in the feedback and complaints form that starts on this page.

We can help you fill in the form.

Tell us your name and contact information on the lines below if you want us to contact you.



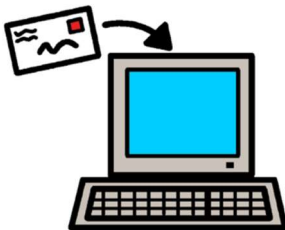
Write your name here

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Write your phone number here

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Write your email here

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Tell us your feedback or complaint

It will help if you tell us

- ✓ who was involved
- ✓ where it happened
- ✓ when it happened

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What do you want to happen now to fix it?



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You can give us the form or send it in the post.

Our postal address is  
My Disability Practitioners  
PO BOX 554, Narellan, NSW 2567



Call on 1300 32 14 14



Email [complaint@mypractitioners.com.au](mailto:complaint@mypractitioners.com.au)



Send a message on [www.mypractitioners.com.au](http://www.mypractitioners.com.au)

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