

About Complaints

This fact sheet is about how to make a complaint.

You have the right to complain about our service. It is ok to complain.

When things go wrong, we can learn from our mistakes and make service better.

- You can tell someone a complaint
- You can write a complaint or use a complaint form.
- You can draw a picture of what went wrong
- Use any type of communication that suits you to make a complaint

People who support you can help you to complain. This means your family, friends or other people can complain for you.

Your complaint will be kept private

Only people who try to fix the problem will be told about your complaint.

We will be honest and fair.

We will try to fix the problem quickly.

We will tell you what we did to fix your complaint.