

Feedback and complaints

Mpower

Easy English

Hard words

This book has some hard words.

The first time we write a hard word

- the word is in **blue**

- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book

- know what this book is about



- find more information.

We will write contact information at the end of this book.

About this book

This book is from **Mpower**.



Mpower is a community group that helps

- children and young people



- parents and carers.



This book is about how we manage your **feedback** and **complaints**.



Feedback is when you tell us what you think.



A complaint is when

- you are **not** happy

and



- you tell us the reason.

What are your rights?



You have a right to tell us what you think.



Anyone can give feedback or make a complaint to us.

Feedback and complaints can be about anything to do with you and Mpower.

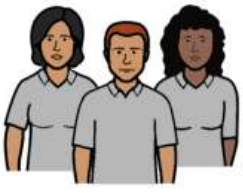
For example



- a therapy



- a program



- a person.



Your feedback and complaints help us give better services.

How we support you



We want all people we support to be happy.



Everyone should feel free to tell us what they think.



We will listen to you if you want to tell us

- what you are happy about

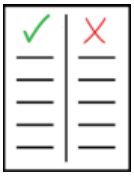




- what you are **not** happy about.



We will make it easy for children and young people to make a complaint.



We have rules about what we **must** do when you make a complaint.



We will follow these rules.

What we will do when you make a complaint



If you tell us you are **not** happy with something at Mpower, we will

- check what we can fix to make you happy



- make sure nobody is unfair to you because you make a complaint

- put your complaint in our **feedback register**.



The feedback register is a safe place where we keep all complaints.

We will also keep your **privacy**.



Privacy means we will **not** share what you tell us with anyone unless you say **yes**.

More information

For more information contact Mpower.



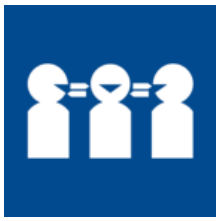
Call 03 5561 8111



Website mpower.org.au



Email admin@mpower.org.au



If you do not speak English

Ask the Translating and Interpreting Service or TIS to call us.



Call 131 450

Give the TIS officer our phone number.

National Relay Service

If you need help to speak or listen

Use the National Relay Service.



Website

communications.gov.au/accesshub/nrs



Call 1800 555 660

Give the relay officer the phone number you want to call.

Notes

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Notes

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