

Complaints & Feedback

Easy read guide



light street
● care ●●

Why we like feedback and complaints?

We welcome feedback to ensure the services you receive are good.



We are always trying to improve our service to you

How do i make a complaint?

- Phone calls
- Survey
- Service review meeting
- Emailing us
- Speaking to someone



0493 101 126

info@lightstreetcare.com.au

lightstreetcare.com.au

You can raise a complaint directly with the NDIS. **Call: 1800 035 544**

Nationals Relay Service and ask for 1800 035 544

What happens when you complain



1.

We want you to make complaints and give feedback without fear.

4.

Your personal information will not be shared with anyone without your consent.

2.

Your services will not be affected if you make a complaint.

5.

Consent means saying yes to sharing information with others.

3.

You will not be made to feel bad because you gave negative feedback

6.

We manage complaints fairly and want to reach good results for you.

We review our feedback and complaints to make improvements. We will provide you updates as we resolve your complaint.