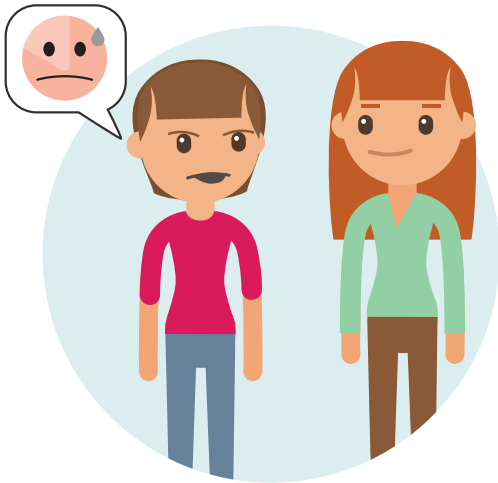


This information is about how you can make a **complaint** if you are unhappy with your HCO supports or services.



We can also help you make a complaint about supports and services provided by other providers if you want.

A **complaint** is when you are unhappy with a situation, and you want to tell someone about it.



You can talk to your:

- family and friends
- any HCO Staff member that you feel comfortable talking to
- Support Coordinator
- Advocacy agency or the NDIS Quality and Safeguards Commission 1800 035 544





You can visit these pages on the internet:

- hco.net.au/have-your-say/
- ndiscommission.gov.au/about/complaints
- other service providers might have complaint forms on their websites.



Staff or your family and friends can help you if you need.



Please contact us by phone or email if you start to be unhappy, so we can try to fix things for you.

It is really important that anyone providing supports and services to you meet your needs and keep you safe.

Phone: 8398 4400

Email: feedback@hco.net.au