

Compliments and Complaints – Easy Read



At Mosaic, we are always happy to hear how you feel, whether it is good or bad



If you are **happy** about something that has happened at Mosaic, you can let us know



This is called giving us a **compliment**



If you are **unhappy** about something that has happened at Mosaic, you can let us know



You have the right to tell us how you feel and make a **complaint**.



We will always listen to you



We will work with you to make things better



We will keep what you say private



You don't even have to tell us who you are



There are many ways that you can tell us how you feel.



You can talk to a Support Worker or someone else you trust at Mosaic about how you feel



You can fill out our feedback form on our website
<https://mosaictas.org.au/feedback>



You can fill out the feedback form at one of our sites



You can email us at feedback@mosaictas.org.au



You can call us and talk to a manager on 6244 9444



You can ask for help from a family member, friend, Advocate, or someone else you trust to tell us how you feel.



You can also contact the NDIS Commission about your complaint by calling them on 1800 035 544 or going to their website

<https://www.ndiscommission.gov.au/participants/participants-make-complaint>



Your feedback is important to us so that we can keep making Mosaic better for you and everyone else.