

## ***your*** **Feedback**

Your feedback helps us to improve, so that you will feel safer, happier and get more out of our services.

We will often ask you for feedback. You can also comment or complain at any time. You can use this brochure, or phone us, or ask our staff to help. They will make sure the right people get your message. Your complaint will be kept private.

When you tell us what you like or don't like, we will listen. And we will try to change things if we can.

You will always receive a reply as quickly as possible.

This information is part of the *Feedback, Compliments and Complaints Policy and Procedure*. If you wish to read the entire policy, we are happy to provide a copy.

## ***it's OK to*** **Complain!**

### **Tell us what you think.**

Write to us:

Tessa Wedman  
The Little Bookworm  
323 Springvale Rd,  
Forest Hill, Vic, 3131

Phone us:

03 9878 2578

Email us:

tessa@thelittlebookworm.com.au

### **Contact the NDIS Commission**

web: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)  
phone: 1800 035 544  
TTY: 133 677.

Interpreters can be arranged.

### **Advocates can help you complain**

The National Disability Advocacy Program can help you work with an advocate.

Email them at:

[disabilityadvocacy@dss.gov.au](mailto:disabilityadvocacy@dss.gov.au)

Or write to:

Disability, Employment and Carers Group  
Department of Social Services  
GPO Box 9820  
Canberra ACT 2601

Or search "disability advocate" online.

## ***The Little Bookworm*** **Compliments and Complaints**



**The Little Bookworm**

Enhancing speech, language and literacy



