



Burnett Speech Pathology

Something wrong?

Please let us know



It's always OK to ask a question or speak up if you are unhappy.



You can talk to us if something isn't right with your supports or services.
We call this a **complaint**.



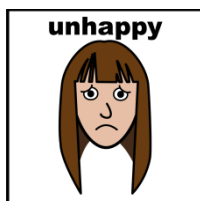
A complaint can help us make our services to you better.



And keep you safe when you are with us.



You can make a complaint if something goes wrong with your supports or therapy



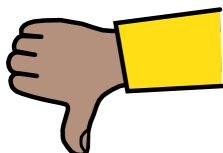
Or if you think something isn't working well



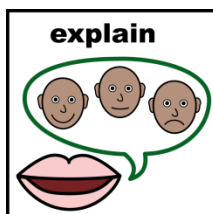
Or if something is done the wrong way for you



If you are unhappy



If you have been treated badly



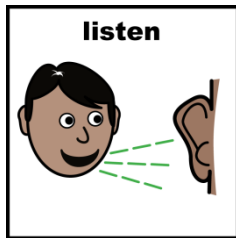
Please talk to us first if you are unhappy.



We will do all we can to make you feel better and do things better!



A friend, family member, carer or support worker can help you if you don't want to talk to us.



We will listen to you and treat you fairly.

We will ask what you would like to see happen.

We will tell you what we will do to fix the problem.



You can make a complaint by:

1. Telephone: 0409 164 061
2. Email: burnettspeechpathprin@gmail.com
3. Website: www.burnettspeechpathology.com.au



If you don't want us to know your name but want to tell us you are unhappy you can

- Block your number when you call
- Use the contact form on the webpage
- Get someone else to call



If you still aren't happy you can talk to the NDIS.