

Compliments and Complaints (Easy English) Policy



Step 1: Who is this information for?

Any person who gets disability services and wants to know how to make a compliment and/or a complaint.

Step 2: Definitions

➤ Compliment

When you express that you are happy or you like something that Vivid or Vivid's staff have done for you, others and/or the community

➤ Complaint

When you do not like something about Vivid's services, or staff, or how you were treated or something else.



Step 3: Would you like to make a compliment or complaint?

➤ For a compliment:

Fill out this form  Compliments and Complaints Form (available from Vivid's website)

➤ For a complaint:

Fill out same form above, or follow these points:



Easy English

Approved by: Chief Executive Officer

Compliments and Complaints (Easy English) Policy

Approved: June 2017

Next Review Date February 2027

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1. Try to solve the problem with the person you have the issue with

- Tell them how you feel
- For example:

“I was hurt by what you said”
or “I don’t like being called that”
or “It annoys me when you...”



If they don’t stop, tell them again...

And if they still don’t stop, go to **Step 2.**

2. Talk to your Vivid support worker in private

- Explain what has been happening
- Tell them how you tried to resolve the problem
- Tell them what you would like to happen for the issue to be resolved



3. Your support worker will sit with both you and the person and try to resolve the problem

Your support worker will act as a “mediator”

- Both sides of the story will be heard
- You will both have to decide how the issue will be resolved



4. If the problem is still not resolved, you can tell to these people at Vivid:

- Team Leader
- Team Leader's Supervisor
- CEO



If this does not work after you have tried all of these, you can contact:

- Vivid's Human Resources Manager **5480 6611**
- Your Support Coordinator
- Regional Information and Advocacy Council **1800 221 944**
- Victorian Advocacy League for Individuals with a Disability **1800 655 570**
- NDIS Quality & Safeguards Commission:
<https://www.ndiscommission.gov.au/about/complaints>



Important Information!!

- It is okay to make a **complaint**.
- Make sure you tell someone about your complaint straight away so that your complaint can be solved quickly.
- The Law says that you must not get into trouble or be treated in a bad way for making a complaint.
- You have the right to tell Vivid that you are not happy with the services Vivid is giving you.

Version Control

V1.0 - June 2017	V1.1 – February 2021	V1.2 – 07.02.2024			
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