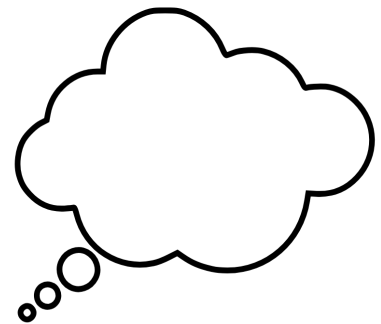


Embrace *Access*

# Feedback and complaints



Easy Read

# What is feedback?



Feedback means you tell us what you think.



You can tell us

- what you like about us



- what you do **not** like about us



- what we can do better.



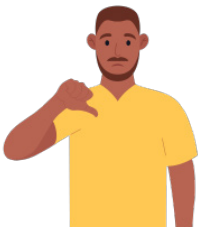
Your feedback helps us do a good job.

# What is a complaint?



A complaint means you tell us you are not happy with our services.

You can tell us



- what you did not like



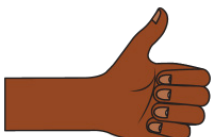
- why you did not like it



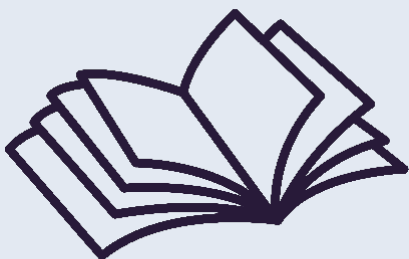
- what we can do better.



Your complaint matters to us.



Nothing bad will happen if you make a complaint.



# Easy Read

Contact the team at Embrace Access to create your own Easy Read book.

Embrace Access wrote this Easy Read book. You must ask for permission to use the text and images in this book.

For more information, please visit [www.embraceaccess.com.au](http://www.embraceaccess.com.au).