

# How to tell us about a concern or make a complaint

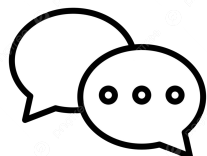
## Easy Read



**Step one:** participant has a concern or complaint to make. We are open to receiving all feedback and complaints so we can learn and continue to improve our business



**Step two:** we can help you to discuss and understand your concern or complaint and you can call us on 07 5530 2003 or you can email us at [info@mudgeerabapodiatry.com](mailto:info@mudgeerabapodiatry.com)



**Step three:** we will work together to understand and resolve your concern or complaint and we will listen to everything you have to say



**Step four:** if you are still unhappy with the outcome we have given you, you are able to contact the NDIS Commission on 1800 035 544. If you require an interpreting service, you can call TIS National direct on 131 450 and they can contact us on 1800 035 544



**Step five:** once your concern or complaint is with the NDIS Commission, they will contact all people involved and will discuss the complaint, so that a **resolution and outcome** can be made