



# Elephant In The Room What to do if you are unhappy with our service?



Elephant In The Room Training  
& Consultancy is an NDIS  
Approved Provider

NDIS Approved Provider



If you aren't happy with your service, you can tell us

A blue rectangular form. At the top, the word "Complaint" is written in white. Below it are five horizontal white lines for writing. At the bottom right, the word "Signature" is written in a white cursive font.

This is called a complaint



We will listen to your complaint



We will work with you to try and fix the problem



We want to make sure that everyone is happy with the result.



We will do our best to make you happy



If you are still not happy we will talk to you about the service agreement we both signed.



If talking to us doesn't fix the problem you can call the NDIA.



The NDIA phone number is 1800 800 110

The NDIA email address is  
[www.ndis.gov.au](http://www.ndis.gov.au)

# Idea and Complaint Form



If you have an idea or complaint you can phone us on:

0499 383 882



Or you can fill in an Idea & Complaint Form and email it to us on:

[admin@elephantintheroom.net.au](mailto:admin@elephantintheroom.net.au)



You can ask a friend, family member or advocate to help you.



Their name is: \_\_\_\_\_

Their phone number is: \_\_\_\_\_



Ideas and complains make our service better



Name \_\_\_\_\_

Date \_\_\_\_\_



What is your idea?



What is your complaint?



# Some extra questions



Who was involved?

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When did it happen?

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Was anyone else with you?

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How did this make you feel?

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## Follow up

Date received, how was the complaint resolved, date contact made with complainant, sign and date.







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Please get in touch with us if you have any questions, ideas or comments.

## Get in touch

Elephant In The Room  
PO Box 152  
Coonabarabran  
NSW 2357



**0499 383 882**

**[admin@elephantintheroom.net.au](mailto:admin@elephantintheroom.net.au)**



This easy read document was developed by staff from Elephant In The Room Training and Consultancy August 2017

