

Compliments, Complaints and Feedback



This is Easy Read information about PWDA's Compliments, Complaints and Feedback Policy.

It explains how people can tell us what they think about PWDA and how we work.

You can ask us for a copy of the full policy or click [here](#) to look at it.



Please tell us if you would like some help to read the information.

Compliments

This is when we've done something good and you want to tell us about it. It could be things like:

- your advocate is doing a great job,
- you got some useful information from us,
- you think PWDA is good at speaking out on important issues, or
- anything else you would like to compliment us on.



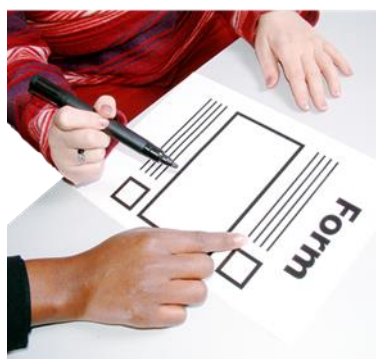
You can tell someone at PWDA, in person or by phone, and they will pass on the compliment to the right person. You can also email or send us a letter.

Complaints



You have the right to complain when you are unhappy with something at PWDA. It is ok to complain.

You might have a problem with your advocate or our services. It could be something we have said or done, or something we should do better. Complaints can be about anything at PWDA that you think is not right.



You can make a complaint in different ways.

- You can tell someone you have a complaint
- You can write a complaint or use a complaint form. We can help you write it if you like
- You can draw a picture of what went wrong



You can make a complaint using the kind of communication that suits you.



PWDA can organise support for you to complain if you need it. For example Easy Read information or someone to support you. Let us know what you need.



You can use your own support people to help you to complain. Your family, friends or other people can complain for you, or help you to do it.



We will keep your complaint private

We will only give information about your complaint to the people who will try to fix the problem.



You will not be in trouble for complaining.

We will not make you feel bad for saying something is wrong.



We will listen to you carefully about the problem and what you would like us to do.

We will do our best to work with you to fix the problem you are complaining about.

We will be honest and fair.



We will try to fix the problem as quickly as we can.

We will keep in touch so you know what is happening.



We will tell you what we did to fix your problem.

We will tell you about other things you can do if you are not happy with how your complaint turns out.

Feedback

If you want to tell us something that isn't a compliment or a complaint, you can give us feedback.

This could be things like

- how you think we could make something better,
- what you think about something on our social media, or
- an issue you think we should be speaking up about.



You can give us in person, on the phone, or by email or letter. We will pass it on to the right person at PWDA.

Compliments, complaints and feedback help PWDA to make our organisation and services better.



We learn from our mistakes. Your feedback and compliments help us know if we are doing a good job.

Here are PWDA's contact details for compliments, complaints and feedback.



Contact us

Here are PWDA's contact details if you want to speak up about someone doing something wrong at PWDA.

Click [here](#) to contact us.