Reporting an Incident or Complaint

Easy Read Information Sheet for NDIS participants - Easy Peasy Removals

This Information Sheet explains what to do if something goes wrong or if you are unhappy with a service from Easy Peasy Removals. It is written in plain language.

What is an incident?

An incident is something that happens or almost happens that could hurt you or someone else. For example, an accident during your move, or something that makes you feel unsafe.

What is a complaint?

A complaint is when you are unhappy about our service, our staff, or how you were treated. You have the right to make a complaint at any time. You will never get in trouble for making a complaint.

How do I report an incident or make a complaint?

You can tell us in any of these ways:

- Phone us on +61 431 747 411.
- Email us at Hr@easypeasyremovals.com.au.
- Talk to one of our staff or a manager in person. (By appointment only)
- Fill in our Incident & Complaint Form (we can help you complete it, and it is available in accessible formats on request).

What happens after I report it?

- We will acknowledge your report within 1 business day.
- We will look into what happened fairly and carefully.
- We will write back to you within 15 business days with our response.
- We will check how well the incident was handled and fix anything that needs improving.
- We will let you know the outcome.

What if I am still unhappy?

If you are not happy with our response, you can ask for a review by a senior manager. You can also contact the NDIS Quality and Safeguards Commission directly, at any time you do not need to talk to us first:

- Phone: 1800 035 544 (free call)
- TTY: 133 677, then ask for 1800 035 544
- Website: www.ndiscommission.gov.au
- Address: Level 1, 121 Henry Street, Penrith NSW 2750

This Information Sheet is provided to you at the start of your service and is available at any time on request, including in other accessible formats.