

# Speak Up and Be Heard

We need you to tell us if you feel unsafe, worried, or unhappy. Letting us know when something isn't right is called making a complaint, and it's totally okay to do so.

**Complaints can be about anything, such as:**

 Our services

 How our staff treat you or others

 How we've handled problems

**Your voice matters, and we're here to listen and help.**



# Do You Have Something to Tell Us?

If you feel unsafe, worried, or unhappy, we want to hear from you. Here are some ways you can tell us:



## **Talk to a Holyoake worker:**

You can speak to us face-to-face or by phone.

**Fill out a card:** Write down your thoughts and give it to a worker or put it in a feedback box.



## **Make a complaint online:**

Visit [holyoake.org.au](http://holyoake.org.au) to submit your complaint.

**Your voice matters, and we're here to listen and support you.**

If you don't feel comfortable talking to a worker or are worried about making a complaint, you can get help:



## **Ask someone you trust:**

A parent, friend, carer, teacher, or another worker can help you.

## **Talk to your support person:**

Share your feelings and discuss what you think would help fix the problem.



[www.holyoake.org.au](http://www.holyoake.org.au)

**HOLYOAKE**

Whenever you're ready.