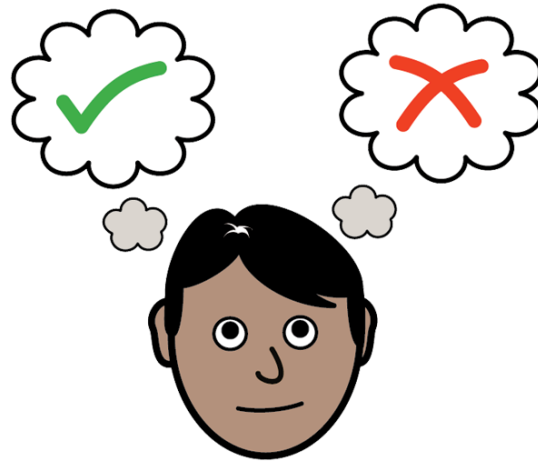


## Easy English

Feedback and complaints



# Tell us what you think

**EverAbility**  
Group

The words **we**, **us** and **our** in this book mean

**EverAbility Group.**

We say **EverAbility.**



You can tell us what you think of us.

We say you give us **feedback**.

It can be good **or** bad.



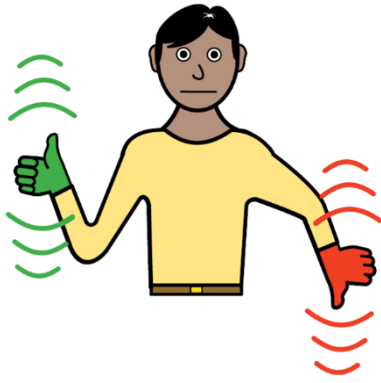
You may tell us when we do something you do **not** like.

We say you make a **complaint**.



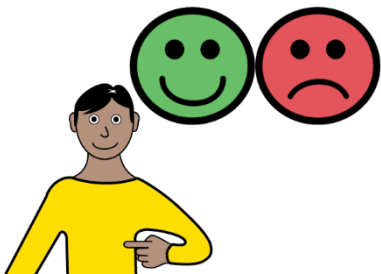
You may tell us what we can do differently.

We say you make a **suggestion**.



We want to hear

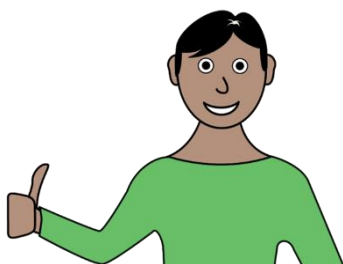
- your feedback
- your complaints
- your suggestions.



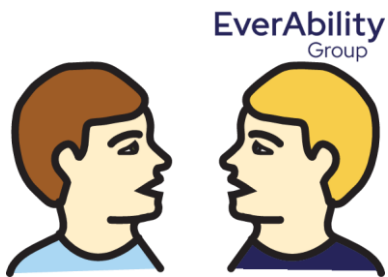
Everyone has the right to tell us how they feel about us.



We want to know when you are **not** happy with our service.



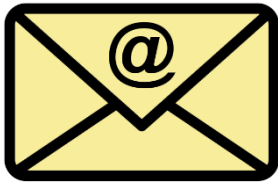
We will use what you say to make our service better.



## How to say what you think

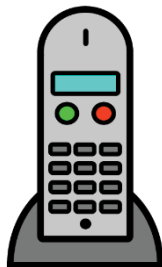
You can

- talk to an EverAbility worker



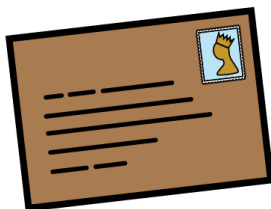
- email us

– [info@everabilitygroup.org.au](mailto:info@everabilitygroup.org.au)



- call us on the phone

– ( 08 ) 9311 8202



- write a letter to us.

– **Feedback/Complaints**

**EverAbility**

**PO Box 101**

**Victoria Park WA 6979**



## About this book

This book helps you understand how to provide feedback and complaints to EverAbility.

## VisAbility

The Accessible Information Service at VisAbility wrote the Easy English.

We use pictures from

- Easy on the i
- Mulberry Symbols
- The Noun Project

and

- EverAbility Group.