

# Standard 4: Feedback and Complaints

**You can tell people what you think  
about the services you receive.**



## What are my rights about Standard 4: Feedback and Complaints?



You have the right to tell people what you think about the services you receive.



Your feedback can be good or bad.



You can tell someone if there is a problem.



And you can get support to do this.  
You have the right to seek advice from someone like a support person, lawyer or an advocate.



Your problem should be fixed.



And you should not be made to feel bad because you said that something is wrong with the service you use.

## What should my service do?

Your service should:



- offer different ways for people to have a say



- listen to the things that people tell them



- be prepared to change the way they work if there is a problem



- work with your family, carer, support person or advocate if that's right for you



- always work hard to make sure their services are good.