



## Making a Complaint



Easy English

*My*Budget®

## How to use this guide

MyBudget wrote this guide.

When you see the word 'we', it means MyBudget.

We wrote this guide in an easy to read way.

We use pictures to explain some ideas.

We have written some words in **bold**.

This means the letters are thicker and darker.

We explain what these words mean.

There is a list of these words on page 13.

This Easy Read guide is a summary of another guide.

This means it only includes the most important ideas.

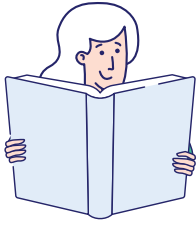
You can find the other guide on our website at

<https://www.mybudget.com.au/complaints>

You can ask for help to read this guide.

A friend, family member or support person may be able to help you.

# What's in this guide?



About this guide. Page 4



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How long does it take to deal with a complaint? Page 9



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What if you're not happy with how we manage your complaint? Page 11

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## About this guide

We always try to do our best.

But sometimes we get things wrong.

We want you to tell us if you have a bad experience with us.

You can do this by making a **complaint**.



When making a complaint, you tell someone that something:

- Has gone wrong
- or
- Isn't working well.



You might make a complaint about:

- Our products or services
- Our staff members
- or
- Not being happy with how we managed your complaint.





This guide talks about:

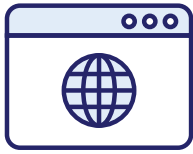
- How to make a complaint  
and
- What we will do.



This guide also talks about:

- Support you can get to make a complaint  
and
- What to do if you aren't happy with how we manage your complaint.

## How do you make a complaint?



You can use our online complaint form.

You can find the form on our website at:

<https://www.mybudget.com.au/complaints>



You can make your complaint in writing.

You can send your complaint to:

MyBudget Client Resolution Team

MyBudget Pty Ltd

122 Frome Street

Adelaide SA 5000



You can make your complaint over the phone:

**1300 300 922**



If you are deaf or have a hearing or speech impairment, you can call the:

National Relay Service

**133 677**

## What we will do



We will show you respect when we communicate with you.

We will listen to you.



We will use words that are:

- Clear
- and
- Easy to understand.



We will give you information about how we manage complaints.

We will tell you how we will manage your complaint.



It won't cost you any money to make a complaint.



We will look carefully at the information you give us.

We will work with you to fix your complaint.



If we can't fix your complaint, we will tell you:

- Why
- and
- What information helped us make our decision.



We might write to you about how we managed your complaint.



We will do this if:

- It takes more than 5 business days to fix your complaint
- or
- You ask us to.



## How long does it take to deal with a complaint?



We will try to deal with your complaint straight away.

If we can't deal with your complaint straight away, we will fix it as soon as we can.



We will contact you about your complaint within 30 days.



If we need more time to deal with your complaint, we will:

- Explain why  
and
- Tell you when we think we'll be finished dealing with your complaint.

# Support to make a complaint

You can ask for support to make your complaint.



You might ask a:

- Friend
- Family member



- **Lawyer**
  - Someone who knows and understands the law.
- **Financial counsellor**
  - A financial counsellor is someone who helps people who have a hard time with money. They give information and advice.

and / or



- **Advocate**
  - An advocate is when someone speaks up for you.

## What if you're not happy with how we manage your complaint?



You can contact the  
**Australian Financial Complaints Authority (AFCA)**

- It is a free service  
or
- Doesn't work for us.



AFCA helps people who can't fix their complaint with us.

You can call AFCA on:

**1800 931 678**



You can write to AFCA.

You can send your letter to:

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne  
VIC 3001



You can visit AFCA's website at:

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



As an **NDIS** participant, if we are unable to resolve your complaint directly, you are able to seek further support.

You may seek support from family, a friend, or an independent advocate in making a complaint.

You may also make a complaint to the **NDIS Commission**

A complaint may be made to the NDIS Commission by:



You can call on:

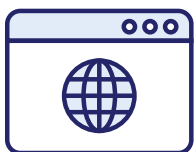
**1800 035 544**

Interpreters can be arranged.



You can call the National Relay Service and ask for:

**1800 035 544**



Completing a complaint contact form.

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>

## Word list

This list explains what the bold words in this document mean.

### **Advocate**

An advocate is when someone speaks up for you.

### **Complaint**

When you make a complaint, you tell someone that something:

- Has gone wrong  
or
- Isn't working well.

### **Financial counsellor**

A financial counsellor is someone who helps people who have a hard time with money.

### **Lawyer**

Someone who knows and understands the law.

### **NDIS**

The National Disability Insurance Scheme, which supports a better life for hundreds of thousands of Australians with a significant and permanent disability and their families and carers.