

ECD Service

Feedback and complaints – easy read

# FEEDBACK AND COMPLAINTS

## Why we like feedback and complaints?



We welcome feedback to ensure the services you receive are good.



If you would like to provide feedback or make a complaint, you can contact us via the following:

## What happens when you complain?



We want you to express grievances and feedback without inhibition.



Your ability to use the services will not be impacted by your complaint.



Because you provided unfavorable comments, you won't be made to feel awful.



Without your permission, no one will be given access to your personal information.

Consent is the acceptance of information exchange with others.

## How do you respond to grievances?



We examine our criticisms and suggestions for improvement.



We handle complaints equitably and strive to provide you with satisfactory results.



As we address your issue, we'll keep you informed. .

## How do I file a grievance?

We regularly ask for feedback through:



- phone calls



- surveys



- meetings for service reviews.

You can also make a complaint by:



- writing
- Through email
- Call us.



We will assist you in filing a complaint if you require our help.

You may also enlist the aid of a relative, friend, or advocate to file a complaint on your behalf.