

# Easy Read: Complaints Policy

Complaints can be a positive way of changing and improving our service.



Tell someone if there is a problem.

You have the right to make a complaint if you are not happy



You can make a complaint in person, by phone or in writing



You can talk to an Advocate, the Manager or the President of the RIA Board



We will try to fix the problem



If you are still 😞 unhappy, you can contact the Complaints Resolution and Referral Service on

**1800 800 052**