

Easy English Client Feedback Policy

Easy English



This guide is to help you provide feedback while receiving services from us.



This information is written in an easy-to-read way.



We use pictures to explain some ideas.



You can ask for help to read this information.

You can ask a family member or a friend to help you.

You can ask a support person to help you.

What is feedback?



Feedback is when you tell someone how you feel about something.



You can tell us about good things.



You can tell us about bad things.

Why do we ask you to give us feedback?



- To make sure we are giving the best services for you.



- To know if there is something you don't like.



- To make our services better.



- To give you choice and control over your goals.



- To provide feedback to people who work for us.

How to provide feedback?



Call on 1800 275 753



Email to feedback@cpl.org.au



Post a letter to Level 2, 340 Adelaide Street, Brisbane QLD 4000



This is a link to a feedback form.

[Share Your Feedback With CPL | CPL - Choice Passion Life](#)



This is a QR code.

You can scan it with your phone to go to an online feedback form.

We have written this document in an easy-to-read way.

Please contact us if you would like to receive our complete Client Feedback and Complaints Policy.

The CPL Group acknowledges the Traditional Custodians of country throughout Australia and we pay our respects to Elders, past, present, and emerging.