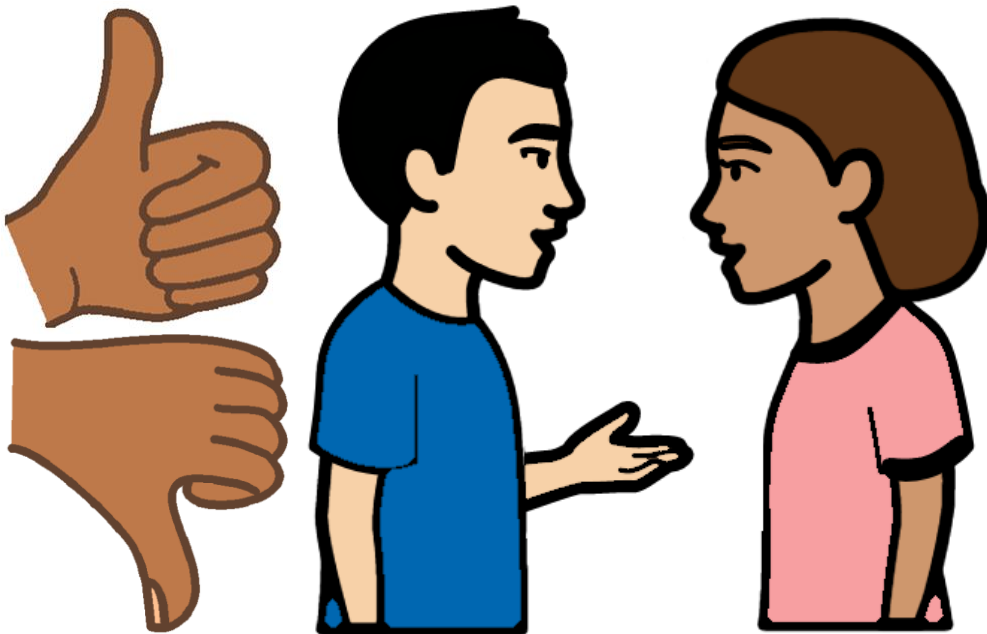




A good thing. A bad thing.

You want to tell us.

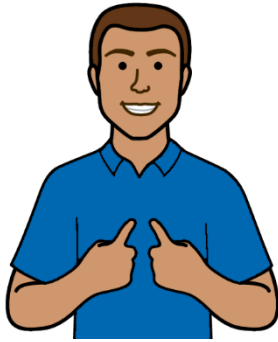


We are the Uniting Church.



This book is for you. It tells you

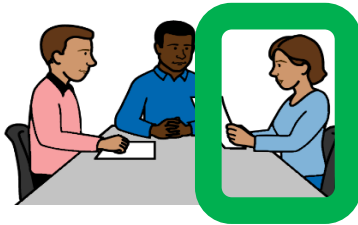
- your rights
- how to tell us things
- there is a problem. How we fix it.



Your rights

You can tell us things. It may be a good thing.

It may be a bad thing. You can complain.



You can have help. Like a person to

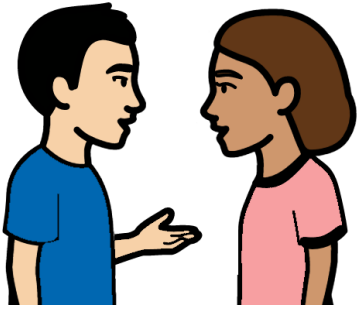
- come to a meeting with you
- talk for you
- take notes for you.



They may be

- a friend
- family. Like your mum
- a support worker
- a person who helps you speak up.

You may call them an advocate.



What you can tell us



You can tell us

- a good thing
- a small bad thing
- a bad thing.

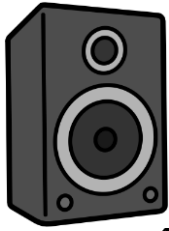


A good thing may be

- people at church are kind. You feel welcome
- our church is easy for you to use.

Like there is a ramp.

This helps us know what works well.



A small bad thing may be

- the music is very loud
- the Minister talks too fast.

You need more time to hear the words.

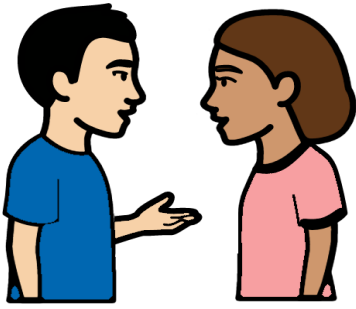
We need to know these things. We can fix it.



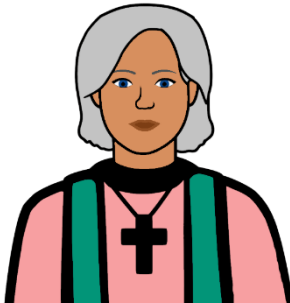
A bad thing may be

- a person was mean to you
- some thing went wrong. You had a bad time
- you told us some thing. We did **not** fix it.

We call this a complaint. We must do better.



How to tell us



You can talk to a person from church. Like

- a Minister
- a leader you trust.

Or



You can call us on the phone.

Call your local church. It is the church you go to.

Or



You can do our form.

It is called

A good thing. A bad thing.

You want to tell us. Our form.

Ask for it at your local church.

Or



You can write a letter.

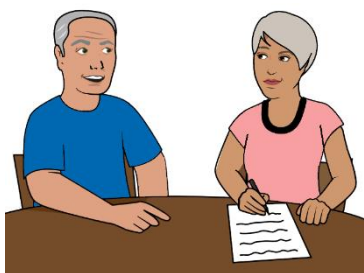
Send it to your local church.

Or



You can send an email.

Email your local church.

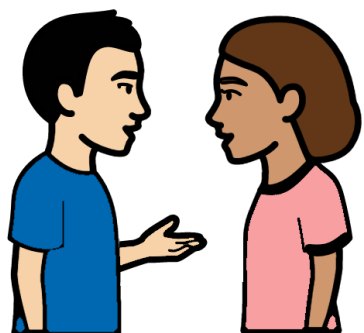


It may be hard to write. We can help.

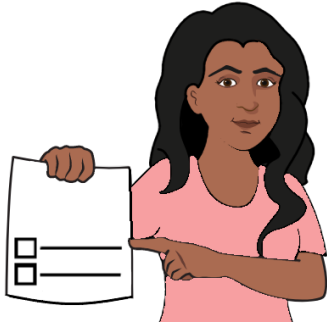
You tell us what you want to say.

We can write it for you. We read it back to you.

You check it is right.



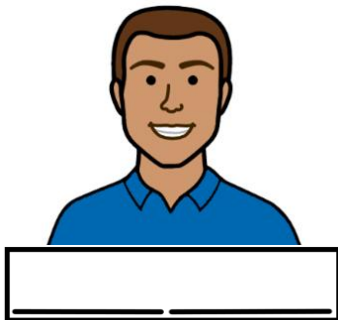
Your local church can do this. Ask them.



What we do

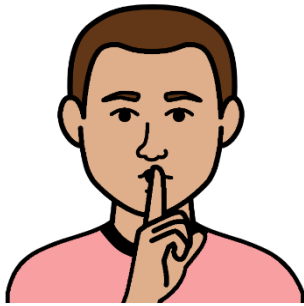


You tell us some thing. We tell you we got it.
Like you send a letter. We send a letter back.

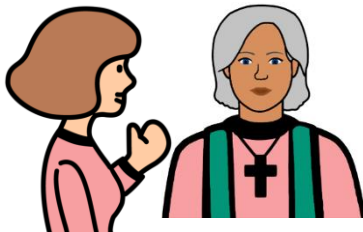


You may tell us some things.
It is about you. It is private. Like

- your name
- your phone number
- what church you go to.



We keep it safe. We do **not** share it.



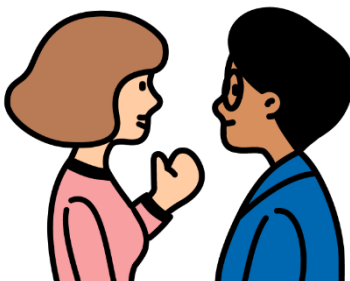
We may need to tell some people.

They are part of the church.

Like it is a problem at **your** church.

We may need to tell **your** Minister.

We **only** tell people who need to know.



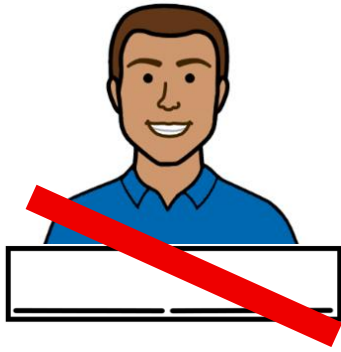
You told us about a problem.

We tell you what we will do. It is to fix it.

We may ask you questions.

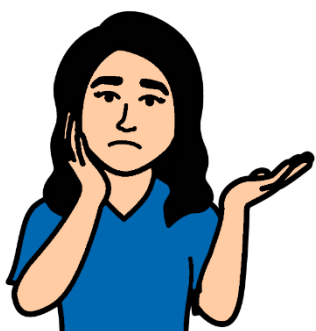
It helps us know what happened.

Then we can make things better.



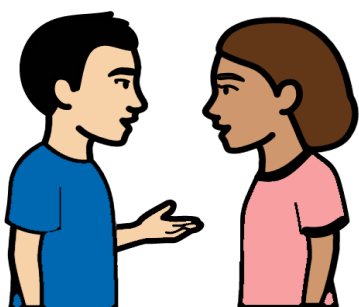
You may **not** want to tell us your name.

That is OK.



You are not happy.

You think we did **not** fix the problem.



You can ask us to check what we did.

Your local church knows how to do this.

Tell them you want an internal review.

Or



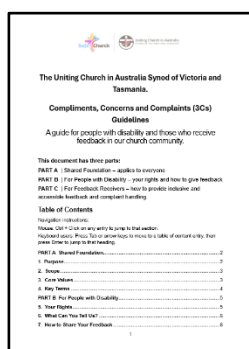
You want a different place to check.

It is **not** part of the church. We can help you know

- what place can do this
- how to contact them.



About this fact sheet

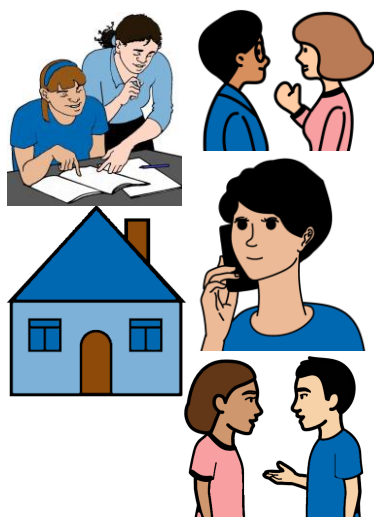


This is based on Compliments, Concerns and Complaints (3Cs) Guidelines. The Uniting Church in Australia Synod of Victoria and Tasmania. 2026.



Access Easy English wrote the Easy English.
May 2026.

Images



We can use these images. They are from

- CHANGE www.changepeople.org
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We did **not** use AI in any part of this project.