

COMPLAINTS HANDLING PROCEDURE

Website Version



We value your feedback. So if you have a complaint, a compliment or even a suggestion, let us know by following the procedure below.

What is feedback?

Feedback is any sort of comment you'd like to make about our service. It includes complaints (negative feedback), compliments (positive feedback), or suggestions for improvement.

What is a Complaint?

A complaint is feedback you give us when you are unhappy with an aspect of our service. A response

What is a Suggestion?

We would like to hear your thoughts on how we might be able to improve our services.

How to make a complaint or provide other feedback

Contact us and simply explain the situation or issue. Also let us know what kind of outcome you would like.

How can you contact us?

There are many ways you can contact us to make a complaint or provide feedback:

- Call us on 1300 578 478 and speak to our friendly Customer Service team.
- Post us a letter to 3A Pioneer Ave Tuggerah 2259
- Drop in at the address above.
- Send us an email to info@adssihomeliving.com.au
- Send us a fax on 02 4353 3804
- Access the Complaints and Feedback Form on our website.

Help with making complaints

At Adssi HomeLiving Australia, we view feedback as a positive opportunity to improve the quality of our services and to strengthen relationships with our clients. However, when making a complaint, we understand some people may feel uncomfortable with this process. We want to make this a positive experience for our clients.

You can nominate the person you wish to speak to at Adssi HomeLiving Australia. It could be your support worker, or someone you have dealt with previously in the organisation.

You can choose a support person to assist you with your complaint or feedback. This person can be a friend, family member, staff member or an advocate from another organisation.

We will support you how, when and where the complaint will be made, and you have the option to remain anonymous.

What happens next?

Adssi HomeLiving Australia is committed to resolving complaints in an ethical, confidential, timely, transparent and fair way. We will do our best to rectify the problem and provide the best possible outcome for you.

How long will it take?

Most complaints can be addressed immediately. But for more complex issues we may need to conduct an investigation. The target for finalising complaints is 30 days from day of receipt. We will be in contact with you throughout the resolution process.

Confidentiality

Complaints are treated confidentially. Only the people who need to help find a resolution will be involved. Adssi HomeLiving Australia's Quality Review Committee ensures the processes are followed in an appropriate and timely manner.

What if I'm not happy with the outcome?

Adssi HomeLiving Australia would always prefer to resolve your complaint directly, but you are also able to make a complaint to any of the following external agencies below:

Ombudsman Office (NSW)

Level 24, 580 George St, Sydney 2000

Phone: (02) 9286 1000

TTY: 133 677

Toll Free: 1800 451 524

Email: nswombo@ombo.nsw.gov.au

Web: www.ombo.nsw.gov.au

Australian Human Rights Commission

Level 3, 175 Pitt Street, Sydney NSW 2000

GPO Box 5218, SYDNEY NSW 2001

Phone: (02) 9284 9888

Anti-Discrimination Board (NSW)

Level 4, 175 Castlereagh Street, Sydney NSW 2000

PO Box A2122, Sydney South NSW 1235

Phone: (02) 9268 5555

TTY: (02) 9268 5522

Email: complaintsadb@agd.nsw.gov.au

Family & Community Services, Ageing, Disability & Home Care

Level 5, 83 Clarence Street, Sydney NSW 2000

Phone: (02) 9377 6000

TTY: (02) 9377 6167

Email: servicembx@facs.nsw.gov.au

Web: www.adhc.nsw.gov.au

Multicultural Disability Advocacy Association (MDAA)

10-12 Hutchinson St, Granville NSW 2142

PO Box 884 Granville NSW 2142

Phone: (02) 9891 6400

National Relay Service: 133 677

Toll Free Phone: 1800 629 072

Telephone Interpreter Service: 13 14 50

Email: mdaa@mdaa.org.au

Web: www.mdaa.org.au

Disability Complaints Service

52 Pitt Street, Redfern, 2016

Phone: 02 9370 3100 Toll Free: 1800 422 015

TTY: 02 9318 2138 TTY Toll Free: 1800 422 016

Email: pwd@pwd.org.au

If you have a hearing, speech or communication impairment, phone the National Relay Service on 13 36 77