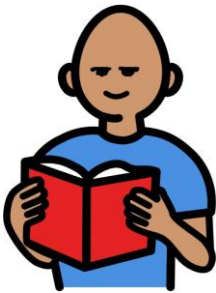


Feedback, Compliments and Complaints Policy

About This Policy

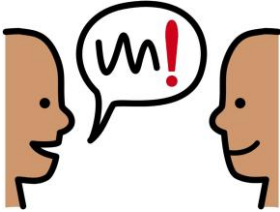


This document explains how to give feedback, a compliment, or make a complaint. We want to listen, learn and improve our services.



You have the right to tell us when you are happy or unhappy with our service. You can have a family member, friend, advocate or support person help you.

Feedback and Complaints

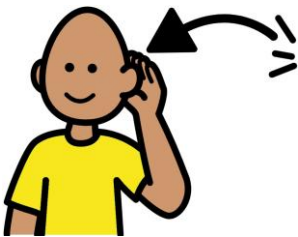


Feedback is any comment, suggestion, compliment or complaint about our services.



You can tell us in person, using QR Code, by phone, email, letter, website form or any way that works for you. You can also give feedback anonymously.

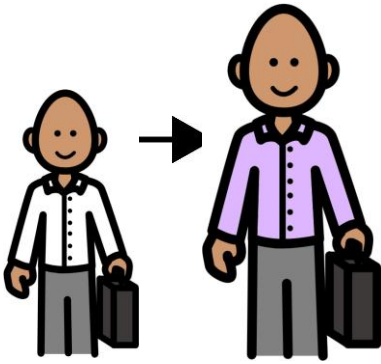
What Happens Next



Staff must listen respectfully, take concerns seriously, help record the feedback and make sure it is entered into the Feedback and Complaints Register.



Some problems can be fixed straight away. Staff will try to work with you to resolve simple issues quickly.



If the issue cannot be fixed straight away, it will be investigated by the Quality Team. We aim to resolve complaints within 10 working days. If it takes longer, we will keep you informed.



If a complaint involves abuse, neglect, exploitation or serious harm, Araluen may also complete incident reports, notify the NDIS Commission and contact Police if required.

Support and Privacy



We can arrange communication supports, interpreters, accessible formats, an advocate or support person if needed.

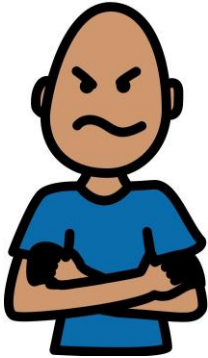


Information about complaints is kept private and stored securely. Only people involved in managing the complaint will have access.



You will not be treated badly, lose services or be disadvantaged because you provide feedback or make a complaint.

Not Happy With the Outcome?



You can ask for your complaint to be reviewed by a more senior manager. We will work to resolve the review within 14 working days.

For further help you can contact:

The NDIS Quality and Safeguards Commission - 1800 035 544

Australian Human Rights Commission - 1300 656 419

Victorian Disability Worker Commission - 1800 497 132



**Australian
Human Rights
Commission**

everyone, everywhere, everyday



Victorian Disability
Worker Commission