



COMPLAINT HANDLING BROCHURE

**A Plain English Guide for clients,
parents, families, guardians, advocates
and other interested parties of clients
receiving services from Inala.**

V08/2019

COMPLAINT HANDLING PROCEDURES

WHAT IS A COMPLAINT?

A “**Complaint**” is a claim by a person that Inala has acted unreasonably towards any person receiving services.

Plain English:

If you think that something should have been done differently or that something has not been done, then you have a right to make a complaint and have it fixed.

WHAT SHOULD I DO IF I HAVE A COMPLAINT?

The person will raise the matter with a staff member or the person in charge to identify what the issue is and how they expect it can be resolved.

Serious complaints can also be made directly to the NDIS Commission

Plain English:

You need to tell the person providing care about what issue you have about the care provided. You should clearly state what the problem is and how you would like it to be resolved. It may be necessary for you to raise the issue with the person in-charge to give them an opportunity to resolve the issue.

WHAT IF THE COMPLAINT IS NOT RESOLVED?

When an issue cannot be resolved to the satisfaction of the person, the person in-charge will explain the complaint handling process used by Inala. Where the person decides to make a formal complaint, the person in-charge will assist the person to complete all relevant details and if appropriate or desired a formal Complaint Form.

Plain English: *When you are not satisfied with the way the complaint has been handled, you should make a formal complaint. The person in-charge of the service outlet will explain what to do and help you complete the details or fill in the form if easier [if you are unable to fill in the form the person in-charge will fill it in with you].*

WHAT THEN HAPPENS TO YOUR COMPLAINT?

When the Executive Manager receives complaint details and/or complaint form, he or she will talk to the staff and find out what ways the complaint may be able to be resolved. In some cases the Chief Executive Officer may need to ask a staff member or an independent person to investigate the matter and provide a report on the issue. If an investigation is needed to examine the matter, the person making the complaint will be informed of progress during the investigation.

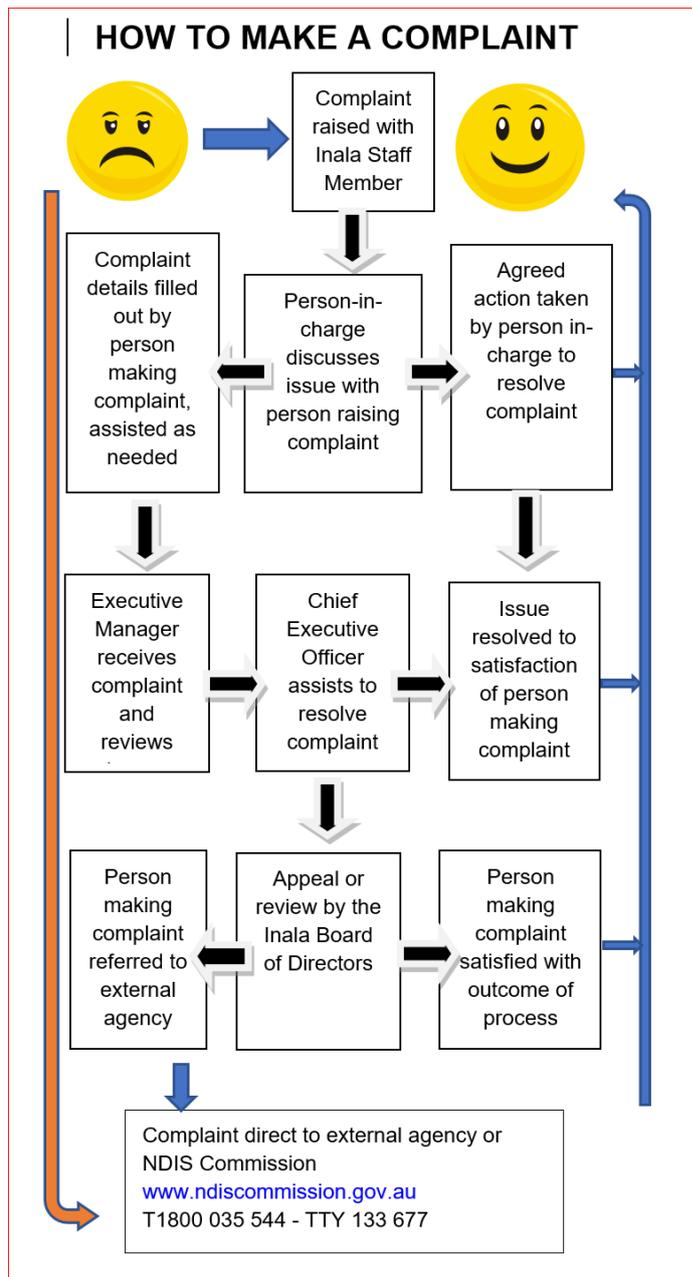
Plain English: *You will be told what is happening to the complaint as soon as possible. The Executive Manager will talk to the staff and may be able to give you a satisfactory resolution to the matter. If the issue is more complex, then you will be told in writing within 5 days of the complaint, what action is being taken by Inala. When an investigation of the issue is needed, you will be regularly informed of what is happening.*

WHAT IF MY COMPLAINT IS NOT RESOLVED?

When the complaint has been investigated the Chief Executive Officer will contact the person making the complaint and explain how Inala plans to resolve the matter. The person making the complaint may accept the proposed resolution and the issue is then considered resolved. However the person may wish to appeal this decision and ask the Board of Directors to consider their appeal. If the appeal is unsuccessful,

the Chief Executive Officer will explain other external bodies that can be asked to assist with the complaint.

Plain English: You will be told by the Chief Executive Officer what Inala will be able to do to resolve the matter. If you are happy with this result, the issue is considered to be resolved. If you are unhappy with the result, then you can appeal the matter to the Board of Directors. If you are still unhappy with the result, then the Chief Executive Officer will assist you by providing information on external agencies that can assist you further with the complaint.



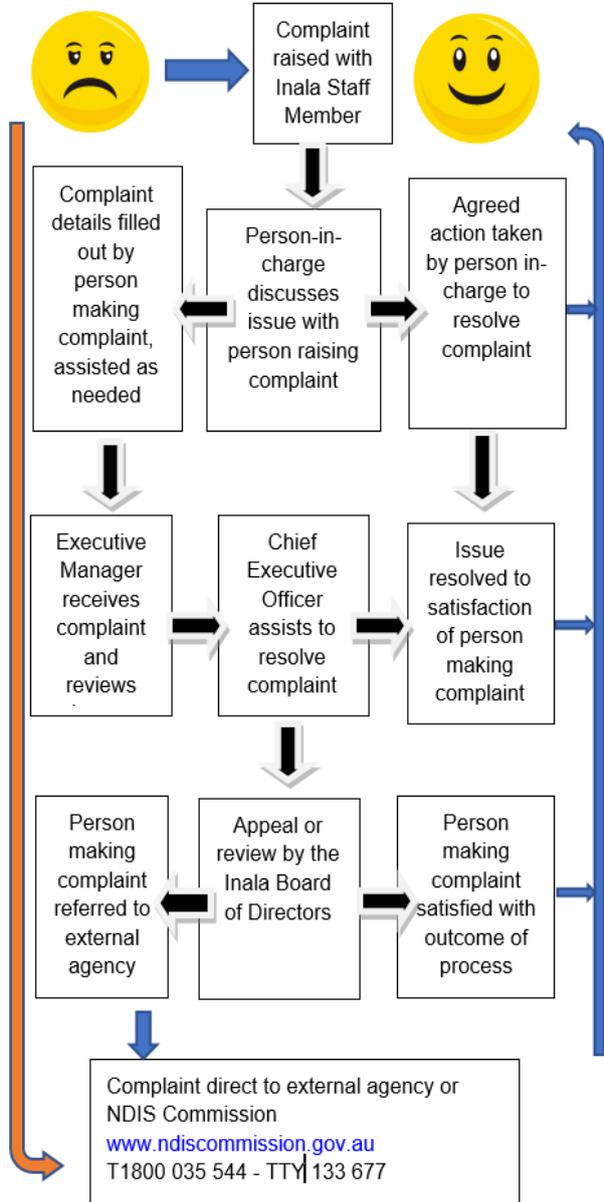
EXTERNAL AGENCIES THAT CAN ASSIST IF COMPLAINT NOT RESOLVED.

<p>NSW Ombudsman Level 24, 580 George Street, SYDNEY NSW 2000 Phone: (02) 9286 1000 Toll free: 1800 451 524 Fax: (02) 9283 2911 TTY: (02) 9264 8050 E-mail: nswombo@ombo.nsw.gov.au</p>	<p>NDIS Commission www.ndiscommission.gov.au T1800 035 544 - TTY 133 677</p> <p>Abuse and Neglect Hotline Call 1800 880 052 (toll free) to speak with a Hotline staff member.</p>
<p>Intellectual Disability Rights Service 2C/199 Regent Street, Redfern NSW 2016 Postal Address: PO Box 3347, REDFERN NSW 2016 Phone: (02) 9318 0144 Toll Free: 1800 66 66 11 (within NSW) Fax: (02) 9318 2887 Email IDRS: info@idrs.org.au</p>	<p>Australian Human Rights Commission Level 3, 175 Pitt Street SYDNEY NSW 2000 Phone: (02) 9284 9600 Toll Free: 1300 369 711</p>

INALA

COMPLAINT PROCEDURE FLOW CHART AND CONTACTS

HOW TO MAKE A COMPLAINT



LEGAL ADVICE AND SERVICES

Intellectual Disability Rights Service (IDRS)

Ph: 02 9318 0144 or 1800 666 611

Criminal Justice Support Network (CJSN)

Ph: 1300 665 908 (24hrs)

Law Access NSW Ph: 1300 888 529

Community Legal Centres (CLC)

Ph: 02 9318 2355

Disability Discrimination Legal Centre

Ph: 9310 7722 or 1800 800 708 TTY

02 9310 4320 or 1800 644 419

COMPLAINTS

NDIS COMMISSION

1800 035 544 - TTY 133 677

NSW Ombudsman

02 9286 1000 or 1800 451 524 or TTY

02 9264 8050

Individual and Group Advocacy Service (People with Disability Aust Inc)

Ph: 02 9370 3100 or 1800 422 015 TTY

02 9318 2138 or 1800 422 016

REPORTING ABUSE

NDIS COMMISSION

1800 035 544 - TTY 133 677

Australian National Disability Abuse and Neglect

Hotline 1800 880 052 or TTY 1800 301 130

VICTIMS SUPPORT

Victims of Crime Bureau

Ph: 02 9374 3000 or 1800 633 063 or

TTY 02 9374 3175

Joint CEO – Martin Porteous

Ph: 8853 0506 or mporteous@inala.org.au

Joint CEO – Rebecca van Bilsen

Ph: 8853 0502 or rvanbilsen@inala.org.au

Miroma Manager – Nathalie Neveu

Ph: 9337 5167 or nneveu@miroma.org.au

NW Day Services Manager – Daniel Puttlitz

Ph: 9680 7949 or dputtlitz@inala.org.au

Accommodation Services Manager – Kerry Ballard

Ph: 8853 0512 or kballard@inala.org.au

COMPLAINT FORM



1. Person Making the Complaint

Mr/Mrs/Ms	Surname:	Given Name:	
Address		Suburb:	Post Code:
Phone Number:		e-mail:	
Service Location (Inala):		Relationship to Client:	

2. Person completing this form (if different to above)?

Mr/Mrs/Ms	Surname:	Given Name:	
Address		Suburb:	Post Code:
Phone Number:		e-mail:	
Service Location (Inala):		Relationship to Client:	

3. What is the Complaint? (please describe issue, if more space needed use back of form).

4. How can we help you in resolving this issue (Do you have any suggestions to resolve this matter)?

Signature of Person Making Complaint: _____ **Date:** _____

Staff Member Receiving Complaint: _____ **Date:** _____

Position and Location of staff member: _____



INALA COMPLAINTS REGISTER

All significant and formal complaints received will be logged on a confidential complaints register, managed by the CEO/s, together with all related relevant information and completed details

The information will detail :

1. COMPLAINT TYPE:

- [Tick One]:
- | | | |
|--------------------------|--|--------------------------|
| <input type="checkbox"/> | 1. Attitudes or behaviour of staff | <input type="checkbox"/> |
| | 2. Standards of Service Provision/Administration | |
| | 3. Level of Service Provision | <input type="checkbox"/> |
| | 4. Clinical or Professional Practice | <input type="checkbox"/> |
| | 5. Alleged Discrimination | <input type="checkbox"/> |
| | 6. Other Matter | <input type="checkbox"/> |

2. COMPLAINT DETAILS

3. IMMEDIATE ACTION TAKEN, WHEN AND BY WHOM

4. COMPLAINT FOLLOW UP AND OUTCOME

**5. RESOLUTION AND/OR FURTHER ACTION
REQUIRED**

**5. SERVICE IMPROVEMENT RECOMMENDATION/S CONCERNING ANY
NECESSARY POLICY, PROCEDURAL OR PRACTICE CHANGES REQUIRED AND ANY
ASSOCIATED SIF IDENTIFIER:**