

# COMPLAINTS HANDLING PROCEDURE

## Website Version

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**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.

### **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@adssi.com.au](mailto:info@adssi.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 In-home Support 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 In-home Support. 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 to make a choice of how, when and where the complaint will be made, and you have the option to remain anonymous.

### **What happens next?**

Adssi In-home Support 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 In-home Support's Service Quality and Clinical Governance Sub- Committee ensures the processes are followed in an appropriate and timely manner.

### **What if I'm not happy with the outcome?**

Adssi In-home Support 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:

Aged Care Quality and Safety Commission

GPO Box 9818, (your capital city and state/territory)

Phone: 1800 951 822

Web: [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

Australian Human Rights Commission

National Information Service

Level 3, 175 Pitt Street, Sydney NSW 2000

GPO Box 5218, SYDNEY NSW 2001

Phone: 1300 656 419

TTY: 1800 620 241

Email: [infoservice@humanrights.gov.au](mailto:infoservice@humanrights.gov.au)

Anti-Discrimination Board (NSW)

Level 4, 175 Castlereagh Street, Sydney NSW 2000

PO Box A2122, Sydney South NSW 1235

Phone: (02) 9268 5544

Toll Free: 1800 670 812

TTY: (02) 9268 5522

Email: [complaintsadb@agdjustice.nsw.gov.au](mailto:complaintsadb@agdjustice.nsw.gov.au)

Family & Community Services, Ageing, Disability & Home Care

Locked Bag 10, Strawberry Hills NSW 2012

Phone: (02) 9377 6000

TTY: (02) 9377 6167

Email: [servicembx@fac.s.nsw.gov.au](mailto:servicembx@fac.s.nsw.gov.au)

Web: [www.adhc.nsw.gov.au](http://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

Email: [mdaa@mdaa.org.au](mailto:mdaa@mdaa.org.au)

Web: [www.mdaa.org.au](http://www.mdaa.org.au)

National Relay Service

Level 2, 10 Mallett St, Camperdown NSW 2050

TTY: 133 677

Toll Free Phone: 1800 555 660

Telephone Interpreter Service: 13 14 50

Email: [helpdesk@relayservice.gov.au](mailto:helpdesk@relayservice.gov.au)

Web: [www.relayservice.gov.au](http://www.relayservice.gov.au)

People with Disability Australia

Level 10, 1 Lawson Square, Redfern NSW 2016

PO BOX 666, STRAWBERRY HILLS NSW 2012

Phone: 02 9370 3100

Toll Free: 1800 422 015

TTY: 02 9318 2138

TTY Toll Free: 1800 422 016

Email: [pwd@pwd.org.au](mailto:pwd@pwd.org.au)

Web: [www.pwd.org.au](http://www.pwd.org.au)

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