

COMPLAINTS HANDLING POLICY & PROCEDURE (WEBSITE VERSION)

ADSSI welcomes, values and encourages compliments, complaints and feedback. Compliments help us understand what is working well and acknowledge staff members who are providing excellent service. Complaints and suggestions for improvement are an opportunity to resolve issues and enhance our services.

Policy Guiding Principles

In the management of compliments, complaints, and feedback, ADSSI will be guided by the following principles:

- **Client-focused** - All clients providing feedback, including complaints, will be treated with respect.
- **Accessible and transparent**—We will provide all reasonable support and assistance to facilitate the feedback of all clients, families, carers, advocates, and members of the public.
- **Responsive** - We will acknowledge all compliments, complaints and feedback and maintain good communication with complainants throughout the process about expected timeframes, outcomes and relevant avenues of further review.
- **Objective, fair and equitable** - Complaints will be managed objectively, without bias and in a way that is compatible with the principles of procedural fairness and natural justice.
- **Confidential** - We respect the confidentiality of personal information about the complaint and others involved in the complaint.
- **Accountable, continuous improvement, and prevention**—Information arising from feedback is recorded, analysed, and used to improve services. Serious complaints are reported to appropriate external bodies where applicable.

How to provide feedback, including to make a complaint

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

Contact us and simply explain the situation or issue.

How can you contact us?

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

- Call us on the below phone numbers and speak to our friendly Customer Service Teams.
- Post us a letter to your local office
- Drop in at an address below
- Access the Contact Us form on our websites

Contact Details

Adssi In-home Support

1300 578 478

3A Pioneer Ave Tuggerah NSW 2259

[Contact Us form](#)

Beresfield Community Care

(02) 4964 1131

10/16 Huntingdale Dr Thornton NSW 2322

[Contact Us form](#)

Dungog & District Neighbourcare

(02) 4992 3348

62 Hospital Rd Dungog NSW 2420

[Contact Us form](#)

Maitland Community Care Services

(02) 4932 5755

Unit 3-6/27 John St Telarah NSW 2320

[Contact Us form](#)

Help with making complaints

At ADSSI, we view feedback as an opportunity to improve the quality of our services and 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. 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 in choosing how, when and where the complaint will be made, and you have the option to remain anonymous. However, we me ask you to consider identification for safety reasons.

What happens next?

Adssi 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.

What if I'm not happy with the outcome?

We 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

Online: <https://www.agedcarequality.gov.au/making-complaint>

Phone: 1800 951 822. Interpreters can be arranged, or you can contact:

- [Translating and Interpreting Service \(TIS\)](#) - 131 450 ask them to call 1800 951 822
- [Aboriginal Interpreter Service \(AIS\)](#) - 1800 334 944 ask them to call 1800 951 822

[National Relay Service](#): ask for 1800 951 822

NDIS Quality and Safeguards Commission

Online: <https://www.ndiscommission.gov.au/about/complaints>

Phone: 1800 035 544 or TTY 133 677. Interpreters can be arranged you can contact:

- [Translating and Interpreting Service \(TIS\)](#) - 131 450 ask them to call 1800 035 544
- [Aboriginal Interpreter Service \(AIS\)](#) - 1800 334 944 ask them to call 1800 035 544

[National Relay Service](#): ask for 1800 035 544

Australian Human Rights Commission

Online: <https://humanrights.gov.au/complaints#main-content>

Phone: 1300 656 419

Email: infoservice@humanrights.gov.au

Advocacy Services

Multicultural Disability Advocacy Association (MDAA)

Phone: 1800 629 072

Email: mdaa@mdaa.org.au

Web: www.mdaa.org.au

People with Disability Australia

Web: www.pwd.org.au

Phone: 1800 422 015

Older Persons Advocacy Network (OPAN)

Web: <https://opan.org.au/contact-us/get-advocacy-support/>

Phone: 1800 700 600

Complainant rights and responsibilities

Rights

When managing a complaint, we appreciate and acknowledge that the complainant has a right to:

- complain
- be treated with respect and courtesy
- be treated equitably and fairly
- be informed of the conduct that is expected of them.

Responsibilities

Complainants have balancing sets of responsibilities, which we will make the complainant aware of:

- complainants must work productively with us so the complaint can be resolved
- the complainant's conduct must not be unreasonable.
- we will not tolerate conduct that is abusive, threatening, unreasonable, vexatious, or makes inappropriate demands on our time, resources or Workers. Worker safety and wellbeing is paramount and if complainant conduct creates an unacceptable risk, we may discontinue contact with the complainant.