


PROCEDURE TITLE:	COMPLIMENTS, COMPLAINTS & FEEDBACK MANAGEMENT PROCEDURE (EASY READ)		
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RELATED POLICY STATEMENT:	Governance	DATE APPROVED:	25/06/2020
	2	REVIEW BY:	31/10/2024
APPROVED BY THE BOARD			

Compliments, complaints and feedback



Feedback give SACID important information about the service we give.



Feedback is when someone tells us what they think about our service.



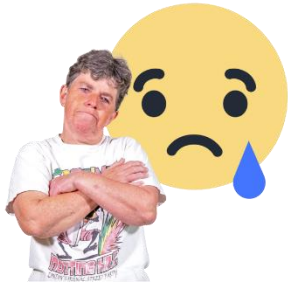
Feedback can be about:

- The resources we give out.
- Customer service.
- Staff members.
- The office space.
- How something was dealt with.

Feedback can be a **compliment** or a **complaint**.



Compliments are when someone tells us something good about our service.



Complaints are when someone tells us something they did not like about our service.

They might tell us what we should do to fix the problem.

Statement



People have the right to speak up about the services and support they get.

This means everyone has a right to make a complaint.

It is okay to make a complaint.

You will not get in trouble or be treated badly if you make a complaint.



SACID takes all feedback seriously.



When we hear about a complaint, it gives us a chance to do better as a service.



SACID likes to have the chance to fix problems as soon as possible.

This will stop problems from getting bigger.

SACID wants it to be easy for anyone to make a complaint.



If you make a complaint to SACID we will:

- Treat you with respect.
- Listen to you.
- Tell you what we will do to try and fix the problem.
- Be fair and open about how we take care of your complaint.
- Give you reasons for the decisions we made.
- Keep your information private.
- Get back to you about your complaint within 1-2 workdays.



You can make an **anonymous** complaint if you want to.

Anonymous means that you do not have to say who you are when making a complaint.

If you make an anonymous complaint, we may not be able to tell you what we do to fix the problem.

Procedure: How to give compliments, complaints and feedback



This procedure should be read along with the Compliments, Complaints and Feedback form.

Feedback



SACID likes to know if we can do things better.

This helps us to be a good service.

You can let us know if you think there is something we could do better or differently.



You can choose to leave your contact details with your feedback.

If you leave your contact details, we might contact you to talk to you about your feedback.

How to make a complaint or give feedback



If you have a complaint or feedback this is what you can do.



1. If you feel safe and comfortable to do so, tell the person you are working with about your complaint or feedback.
2. You can talk to a SACID staff member about your feedback or complaint.
3. If your feedback or complaint is about a person you can talk to the Executive Director.
4. If you do not feel like your complaint is being heard, you can talk to the **Chair of the SACID Board.**

The Chair of SACID Board is the Executive Director's boss.



5. If you do not want to talk to someone from SACID about your complaint you can talk to an **advocacy service**.

An advocacy service helps speak up for someone.

There is a list of advocacy services at the end of this document.



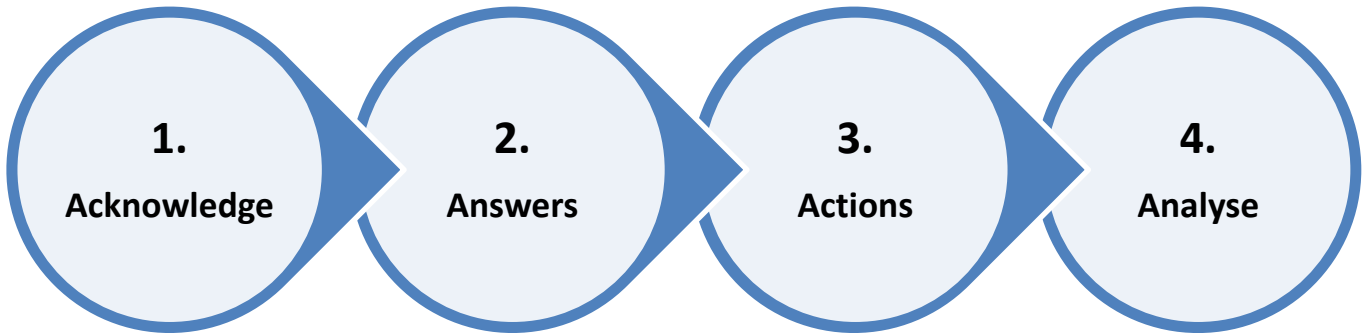
You can also leave a complaint or give feedback by:

- Writing to us in a letter or email.
- Filling out a complaints and feedback form and putting it in the feedback box.
- Fill out feedback form after a workshop.
- Drawing us a picture.
- Telling us in person or by phone.

You can ask someone to help you to make a complaint or give feedback.

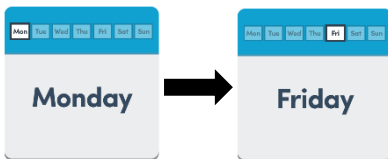
What happens when I make a complaint?

There are 4 key steps SACID will go through when we get a complaint.



Step 1 – Acknowledge

This means when we get your complaint, we will be in contact with you within **1-2 workday**.



SACID's **workdays** are Monday to Friday.



We will then:

- Ask you for more information.
- Tell you what we will do next.

Step 2 – Answers



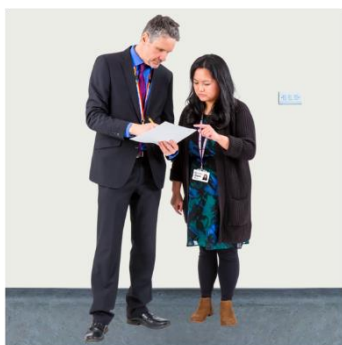
The Executive Director of SACID will look into your complaint and work out what went wrong.

They will let you know what they are doing with your complaint.



They will keep in contact with you by:

- Phone.
- Email.
- In person.



Step 3 – Actions

Once we have found out what went wrong, we will decide what we need to do to be a better service.



The Executive Director of SACID will contact you to tell you:

- What they have found when they looked into your complaint.
- What SACID will do to make things better.
- The reason for the decision.
- What you can do if you are not happy with the response to your complaint.



If you are not happy with the response to your complaint, you can ask the Chair of the SACID Board to look at your complaint.

If you are still not happy with the response to the complaint, we can let you know some Advocacy services that can help.

Step 4 – Analyse



This means looking into things in detail and taking note of what happened.



When you make a complaint, SACID will keep record about:

- Your complaint.
- How we responded.
- What happened with your complaint.
- What we did to fix the problem.



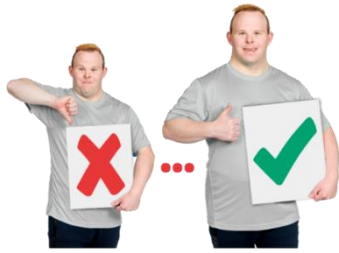
Your complaint will be added to the SACID **Compliments, Complaints and Feedback Register.**

The Compliments, Complaints and Feedback Register is where SACID keeps record of all the feedback we get.



The Executive Director reports to the SACID Board on:

- The number of complaints we get.
- What we did to fix the problem.
- Common issues that come up from complaints.
- Feedback and compliments that we get.



The SACID Board uses this information to help make SACID a better organisation.



SACID keeps a record of all Compliments, Complaints and Feedback on SACID's computer system.



Paper copies are kept in a locked drawer at the SACID office.



Your information will be kept private.

Responsibilities



SACID Board:

- Put in place the Compliments, Feedback and Complaints Procedure and form.
- Let people know that it is okay to put in a complaint about SACID services and they will not get in trouble.
- Analyse the feedback and what SACID needs to do to become a better service.

SACID Chair:

- If a person is not happy with how SACID responds to their complaint, the Chair will talk to them.
- Support the Executive Director to respond to complaints.
- Let people know that it is okay to put in a complaint about SACID services and they will not get in trouble.



SACID Executive Director:

- Treat all people with respect.
- Let people know that it is okay to put in a complaint about SACID services and they will not get in trouble.
- Respond to complaints within 1-2 workdays.
- Put in place actions from the complaint.
- Keep you updated while we look into your complaint.
- Keep good records of feedback.
- Let the SACID Board know about any feedback.



SACID Employees:

- Treat all people with respect.
- Read the Compliments, Complaints and Feedback Procedures.
- Support people to understand the Compliments, Complaints and Feedback Procedures.
- Support people to give feedback.

RELATED DOCUMENTS, STANDARDS AND LEGISLATION

Relevant SACID Documentation:

Policies:

- Governance Policy
- People and Culture Policy
- Whistle-blower Policy

Procedures:

- Privacy Procedure
- Risk Management Procedure

Supporting Documents:

- Code of Conduct
- Confidentiality Agreement

Relevant Industry Standards:

- NDIS Code of Conduct
- NDIS Practice Standards
- Australian Standard AS ISO 10002-2006, 'Customer Satisfaction - guidelines for complaints handling in organisations'

Relevant Federal Legislation:

- United Nations Convention on the Rights of Persons with Disabilities (2008)
- National Disability Insurance Scheme Act (2013)
- Disability Services Act (1986)
- Privacy Act 1988 (Federal)

Relevant State Legislation:

- Disability Services Act (1993)
- Disability Inclusion Act (2019)
- Health and Community Services Complaints Act (2004)

Advocacy Services in South Australia



Disability Advocacy and Complaints SA (DACSSA)



7/70 Pirie Street, Adelaide



(08) 7122 6030



admin@dacssa.org.au



<https://www.dacssa.org.au/>



Advocacy for Disability Access and Inclusion



47 Tynte Street, North Adelaide



(08) 8340 4450



<http://advocacyfordisability.org.au/>



IA Independent
Advocacy SA Inc. **Independent Advocacy SA**



99 Frome Street, Adelaide



(08) 8232 6200



indepadv@internode.on.net



<https://independentadvocacysa.org.au/>

Citizen Advocacy
South Australia Inc

Citizen Advocacy



20 Myers Street, Adelaide



(08) 8410 6644 or
0408 811 845



Office.citizenadvocacy@gmail.com



<https://www.citizenadvocacysa.com.au/>



Disability Rights Advocacy Services SA



411 Henley Beach Road, Brooklyn Park



(08) 8351 9500



administration@dras.com.au



<https://www.dras.com.au/>



Brain Injury SA.

Brain Injury SA (BISA)



70 Light Square, Adelaide



(08) 8217 7600



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