

Complaints

This resource has been developed to help everyone understand the complaints process and their right to make a complaint.



What is a complaint?

A complaint is when a problem is happening, and someone says that they are unhappy.

- Complaints are important for an organisation to know what it is doing **well** and what it is doing **badly**.
- **Anyone** can make a complaint including family members and support workers.

Your rights:

We will make sure that:



- we **listen** to all complaints and treat them all **fairly**.
- we handle complaints **quickly**.
- you are given **help** if you need it when making the complaint and after making a complaint.
- complaints are fixed if they can be.
- you feel safe to **ask questions** about the complaint.
- you feel safe to make a complaint and are not made to feel upset by others.



You have the right for your complaint to be treated equally to all other complaints no matter:

- who you are.
- where you live.
- whether you are a man or a woman.
- what job you have.
- what language you speak.
- whether you have a disability.
- what your religion is.
- whether you are rich or poor.



When you make a complaint Kalinga Australia will make sure that:

- what you say is being kept a **secret**.



How to make a complaint

- **write** down what has happened so that you can remember clearly.
- write down as much as you can remember to help with the complaint.

Seeking help

If you are not sure how to make a complaint or you are feeling worried:

- you can talk to one of our staff members who you know and **trust**.
- you can talk to someone you can trust such as a family member or advocate.
- you can ask that person to **help you** to make the complaint if you don't feel happy making the complaint yourself.



Who to make a complaint to:

- you can make a complaint by speaking to the person or by writing an email or letter to:



- the staff member you were with at the time.
- the boss of that staff member.
- Edwin Camporedondo the Managing Director of Kalinga Australia.
- the boss of the organisation.
- you can write a complaint and send it to PO Box 142 Dickson ACT 2602.
- you can ring up and make a complaint on (02) 6156 4276.
- if you don't want them to know who made the complaint you can make a secret complaint by emailing admin@kalingaaustralia.com.au

Managing complaints



- The staff member will say the complaint back to you to make sure that they **understand** your complaint.
- They will tell you what they will do to fix the problem and tell you how long it will take.
- They will **apologise** when things have gone wrong.

Review



- We will often check to see if our complaints process is working. We might ask you to tell us if you found it easy or hard.
- It is important that you know how to make a complaint and who to talk to you if are unhappy. If you need more help with who to talk to about a complaint, please ask one of our staff.

Problem still not fixed

Contact the NDIS Quality and Safeguard Commission

- 1800 035 544 (free call from landline)
- TTY 133 677