**Complaints and Feedback Policy**

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| Policy Area | Quality of Service |
| Policy Number | 6.2 |
| Version | 1 |
| Approval Date | 01 April 2018 |
| Review Date: | 01 April 2020 |
| Scope: | All employees |
| Disability Service Standard | I have the right and freedom to give positive and negative feedback about all aspects of my supports and services. I also have the right to independent advice and support to provide feedback or make a complaint when I need it. |

We welcome any feedback and suggestions about improvements that could be made to any aspect of Disability Getaways services.

Everyone has the right to make a complaint.

This policy sets out the process for complaints, including those from participants and their families. It is not applicable to employee grievances which should be addressed using the Employee Grievance Policy.

**How to make a complaint**

Disability Getaways values everybody’s feedback and encourages you to contact us if you have concerns about any aspect of the service. Your feedback and suggestions help us improve the quality of Disability Getaways and the Management of the organisation.

Complaints can be made in person, in writing, by phone, by e-mail or any other way that suits you.

If you are unsure about how to make a complaint, ask someone you trust to help you make your complaint.

**The complaint process**

Complaints are discussed only with the people involved in the investigation and/or to resolve the complaint.

* Informed consent for the sharing of information will be obtained and respected unless it is unsafe or impossible to obtain consent
* consent has been refused.
* without information being shared it is anticipated a vulnerable person will be at risk of serious harm, abuse or neglect or pose a risk to their own or public safety.

**Every complaint will be recorded and followed up.**

The Manager at Disability Getaways will follow up complaints. Management will investigate what has happened and make suggestions to resolve the issue.

Everyone has the right to know the outcome of their complaint. If you make a complaint, someone will contact you within a couple of days to let you know that your complaint has been received and what progress has been made in the investigation and resolution of your complaint.

If you are not happy with how your complaint was resolved, then tell someone in Disability Getaways Management.

If you are still not happy, these helpful organisations may assist you:

* Independent Advocacy 8232 6200
* Citizen Advocacy 8410 6644
* Multicultural Advocacy (MALSSA) 8351 9500
* Disability SA 8348 6000
* Office of the Public Advocate 8342 8200
* Disability Advocacy and Complaints Service 7122 6030
* Health and Community Services Complaints 8226 8666

 Manager 01 April 2018

Signed Position Date