

Complaints and feedback policy



Plain English

Complaints and feedback policy

This is the complaints and feedback policy for The Disability Trust.

This policy tells you how to make a complaint or give feedback.

A **complaint** is when you tell The Disability Trust that you are unhappy or upset about something.

Feedback means you tell The Disability Trust what you think about their services or workers.

Feedback can be about something you think is good or could be better.



Your rights

You have the right to make a complaint or give feedback.

You have the right to get support from someone to do this.

This could be

- A family member
- A friend
- Your support worker
- An advocate

An **advocate** is someone who helps you speak up about an issue.

You can make a complaint and give feedback about anything The Disability Trust does.

Your family or supporters can also make a complaint or give feedback.



How to make a complaint or give feedback

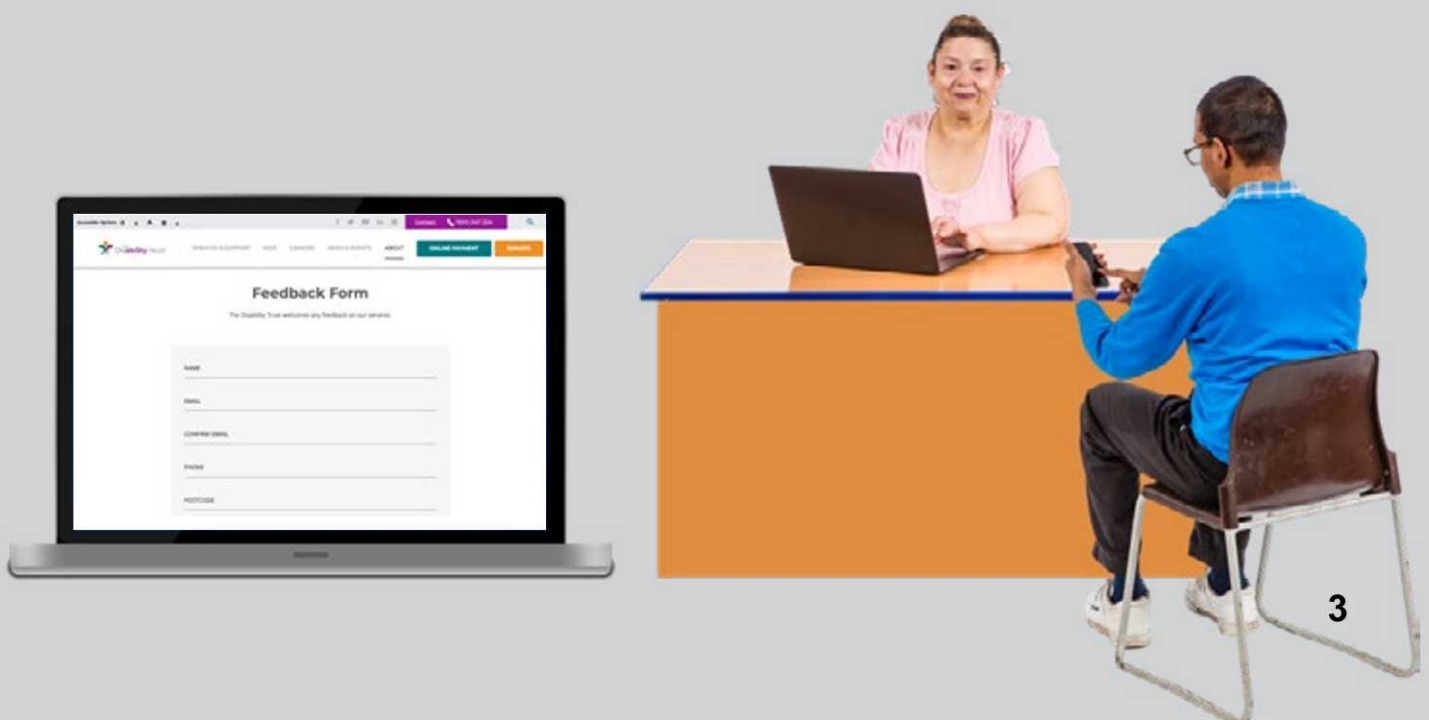
Complaints and feedback are important.

They help The Disability Trust make services better.

There are different ways to make a complaint or give feedback.

You can

- Speak to a staff member
- Call us on **1300 347 224**
- Fill in a survey
- Write a letter
- Ask for a meeting with someone at Disability Trust
- Fill in a form on our website at **www.disabilitytrust.org.au/about/feedback**



What The Disability Trust staff must do

All staff need to make sure you feel safe when you make a complaint.

Staff must know what to do when someone makes a complaint or gives feedback.

They must hand over serious complaints to their managers.

Managers at The Disability Trust must also look into complaints that cannot be sorted by other staff members.



How The Disability Trust supports you

The Disability Trust supports your right to give feedback and make complaints.

The Disability Trust will give you information about your rights when you start services with us.

We will also

- Talk to you about how to make a complaint
- Put up posters with information about feedback and complaints



Complaints and privacy

We will keep information about complaints private.

Only people who need to know about it can see it.

Sometimes we need to share information about a complaint.

This could be with the police.

We will always ask you before we share your information with others.



Complaints

You can make a complaint to tell us that you are not happy about something.

This might be things like the choice of an activity or the food on a trip.

You can make a complaint to any Disability Trust staff you feel happy to speak to.

You can speak to a manager if you do not want to speak to the regular staff.

The Disability Trust has 2 weeks to look into the issue and sort it out.



What our staff must do when a complaint is made

Staff must tell a senior manager about all complaints.

Staff must also tell a senior manager if

- They cannot sort out the issue
- The complaint is serious

The senior manager will take action to sort out the complaint.



Serious complaints

A **serious complaint** is anything that is dangerous for someone or when someone gets hurt.

This could be if

- Staff members treat people in a bad way
- You or Disability Trust staff are in danger
- Someone did something against the law
- Someone broke The Disability Trust rules
- Someone gets abused
- Someone is neglected

Abuse means that someone hurts you or does very bad things to you.

Neglect is when you do not get the basic things you need like food, care or clothes.



What happens when a serious complaint is made

All serious complaints must go to a manager.

They will speak to you or your family about the complaint.

They will write down what happened and how you would like them to sort it out.

They may speak to other people to get more information.

They must tell you what actions they will take.

This could be things like

- Saying sorry
- Making sure it will not happen again
- Explain why this has happened
- Explain why they cannot sort out the issue

If they cannot sort out the issue within 3 weeks a senior manager will take over.

A **senior manager** is the boss of the manager.



Other important info

Some complaints that are very serious might have to go to a senior manager.

These are complaints about

- Neglect
- Abuse
- Someone breaking the law

If the senior managers cannot sort out the issue the Executive Team will take over.

The **Executive Team** are the people running The Disability Trust.

You can ask someone from outside The Disability Trust to support you with a serious complaint.

This could be someone from an advocacy organisation.



Complaints and the NDIS

There are also things The Disability Trust need to tell the NDIS about.

This could be when a person with disability

- Gets badly hurt
- Dies
- Gets abused
- Is neglected
- Is forced to have sex with someone.



How we keep information about complaints

The Disability Trust keeps information about complaints for at least 7 years.

We keep the information forever if it is a complaint about abuse or neglect.

We will keep information about your complaint on a computer.

Only some people are allowed to see this information on our computers.

Your information is safe and secure.



Reports

The Disability Trust writes reports about

- How many complaints we get
- The types of complaints we get

Our **Board Safeguards Committee** makes sure that The Disability Trust is doing everything we can to keep you safe.



Council for Intellectual Disability made this document Plain English. **CID** for short.

You need to ask CID if you want to use any pictures in this document.

You can contact CID at **business@cid.org.au**.