



FEEDBACK & COMPLAINT BROCHURE

A guide for any person making a complaint.

**Minimbah welcomes feedback
and complaints which enables
us to improve the quality
of our services.**

Feedback & Complaint Handling Procedures

WHAT IS A COMPLAINT?

A “**Complaint**” is a claim by a person that something unreasonable or unsatisfactory has happened.

Plain English:

If you think that something has been done that is wrong, you have a right to make a complaint and have it fixed.

WHAT SHOULD I DO IF I HAVE A COMPLAINT?

Please raise the matter with a staff member or the person in charge to identify what the issue is and how it can be resolved.

Plain English:

Tell someone you trust about the problem and ask for help. They can help you talk to the person in-charge, who can fix it.

WHAT IF THE COMPLAINT IS NOT RESOLVED?

When an issue cannot be resolved to the satisfaction of the person, the person in-charge will explain the complaint handling process used by Minimbah. Where the person decides to make a formal complaint, the person in-charge will assist the person to complete this Complaint Form or help find an advocate if desired.

Plain English: *If the problem is not fixed you should make a formal complaint. The person in-charge will explain what to do and help you fill in a form to make a record.*

WHAT THEN HAPPENS TO YOUR COMPLAINT?

When the person in charge receives a complaint form, he or she will talk to the staff and find out what ways the complaint may be resolved. In some cases, the Chief Executive Officer may need to ask a staff member or an independent person to investigate the matter and provide a report on the issue. If an investigation is needed to examine the matter, the person making the complaint will be informed of progress during the investigation.

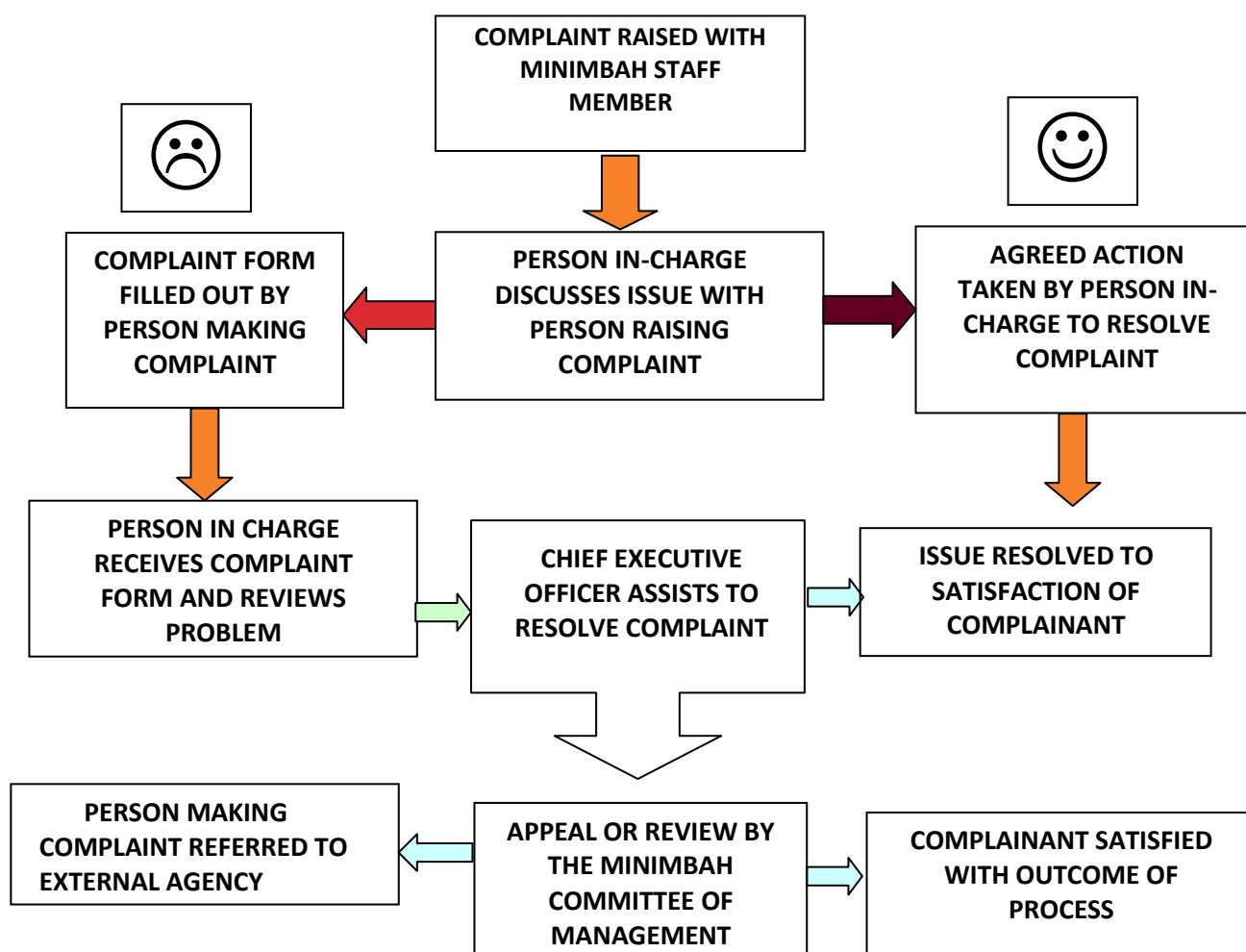
Plain English: *You will be told what is happening about the complaint as soon as possible. The person in charge will talk to people to find answers. If the problem is more complex, then you will be given a letter within 5 days about what Minimbah is doing. If an investigation is needed, you will be told what is happening.*

WHAT IF MY COMPLAINT IS NOT RESOLVED?

When the complaint has been investigated the Chief Executive Officer will contact the person making the complaint and explain how Minimbah plans to resolve the matter. The person making the complaint may accept the proposed resolution and the issue is then considered resolved. However, the person may wish to appeal this decision and ask the Board of Directors to consider their appeal. If the appeal is unsuccessful, there is a list of external bodies below that can be asked to assist with the complaint.

Plain English: The Chief Executive Officer will tell you what Minimbah can do to resolve the problem. If you are happy about this the complaint is resolved. If you are unhappy with this, tell Minimbah's Committee of Management. If they don't fix the problem, look at the list below for more help. Ask for an Advocate to help if you want to.

DIAGRAM OF COMPLAINT HANDLING PROCEDURES



FEEDBACK:

Minimbah values your feedback. Feedback can be both affirming or lead to effective improvement of processes. We welcome your feedback on the supports we provide, the manner in which they are delivered, organizational processes, barriers to receiving the support you believe you need, additional supports you think we should be providing, to name a few. Feedback can be provided by:

- emailing admin@minimbah.org.au
- contacting us and having a discussion with either the CEO or the Care Manager;
- writing to Feedback: Minimbah Challenge Inc, 10 Vincentia Street Marsfield 2122.
- A form is provided below if you would like to utilize that format, but optional.

EXTERNAL AGENCIES THAT CAN ASSIST IF A COMPLAINT IS NOT RESOLVED



**NDIS Quality
and Safeguards
Commission**

Tell the NDIS Quality and Safeguards Commission if you have a complaint about a NDIS service provider.

Phone: 1800 035 544 (Monday to Friday 9am to 5pm)

Website: <https://www.ndiscommission.gov.au/>



**Ageing & Disability
Commission**

Tell the Ageing and Disability Commission if you have a complaint about family, friends or people you know in the community.

Phone: 1800 628 221 (Monday to Friday 9am to 5pm)

Website: <https://www.ageingdisabilitycommission.nsw.gov.au/>



**Australian
Human Rights
Commission**

Tell the Human Rights Commission if you have a complaint about discrimination and your rights.

Phone: 1300 656 419

Email: infoservice@humanrights.gov.au

Website: <https://www.humanrights.gov.au/>



Tell the NSW Ombudsman if you have a complaint about a NSW Government Department (e.g. NDIS, NDIA, or FACS, etc).

Phone: 02 9286 1000 (Monday to Friday 9am to 4pm)

Website: <https://www.ombo.nsw.gov.au/>

1. Person making complaint or providing feedback

Given name:		Surname:	
Address:		Suburb: Postcode:	
Phone no:		Email:	
Preferred method of contact:			
Name of Minimbah participant (if relevant)			
Relationship to participant:			

2. Person completing this form (if different to above, e.g. advocate)

Given name:		Surname:	
Address:		Suburb: Postcode:	
Phone no:		Email:	
Preferred method of contact:			
Name of Minimbah participant (if relevant)			
Relationship to participant:			

3. What is the feedback or complaint? (Please describe the issue. If more space is needed, please use the back of this form)

4. How can we help resolve this issue? Do you have any suggestions?

Thank you for providing Minimbah with the opportunity to respond to your feedback or complaint. We aim to have a reply for you within 5 working days.

Signature of person making complaint or providing feedback (if relevant):

_____ **Date:** _____

Signature of person completing this form:

_____ **Date:** _____

Name of staff receiving form:

_____ **Position:** _____

_____ **Date:** _____

Signature of staff receiving form

Office use only:			
Feedback		or	complaint (circle one)
Escalated to	Name:	Position:	
Date added to complaints register:			
Date resolved:			
Reference number:			
Notes / comments / other details:			