

Feedback and Complaints Policy

This policy has been developed to help you understand the feedback process at Living My Way and your right to make a complaint.

What is feedback?



Can be a suggestion, a compliment or a complaint. Feedback is important as it helps us to know what we are **doing well** and what we can **do better**.

When someone has a problem and says they are unhappy, this is a **complaint**. This could be about services, decisions or how staff behave.

Anyone can give feedback like making a complaint, including you, family members, staff and others.

Your rights:

We will make sure that:



- We **listen** to all feedback and treat it all **fairly**
- We deal with complaints **quickly**
- You can get **help** if you need it when providing feedback or after making a complaint
- You feel **safe** to make a complaint - No one should make you **upset** for speaking up
- You will be **told** what is happening with your complaint and how it ends.
- You feel safe to **ask questions** about a complaint
- Complaints are **fixed** if they can be



How to give feedback

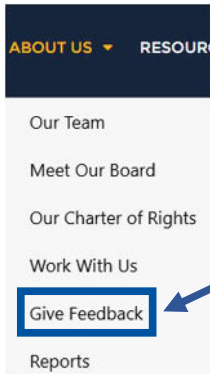
- **Speak up** by calling or dropping by the office at Menai to share your concerns.
- Complete the **Feedback Form** on our website livingmyway.org.au
- **Write a letter or email:**
 - What has happened so that you can remember clearly
 - As much as you can remember to help with the complaint.
- **Ask** someone you trust to write down your complaint or pass on your complaint.

Seeking help

If you are **not sure** how to give feedback or you are feeling worried, you can:



- Talk to one of our **staff** who you know and **trust**
- Talk to someone else you trust like a **family member**
- Ask that person to **help you** to give the feedback if you don't feel happy doing it yourself.



How to make a complaint:

- You can speak to us, fill in our Feedback Form or write a letter to:
 - The staff member you were with at the time
 - The manager of that staff member
 - Living My Way with or without saying who you are
 - The boss of Living My Way
- You can **ring** up and make a complaint on [\(02\) 8525 4000](tel:0285254000)
- You can **write** a letter and send it to PO Box 67 Menai Central NSW 2234
- You can complete the **Feedback Form** on our **website** livingmyway.org.au - choose "Give Feedback"
- If you **don't want us** to know who you are, call us or use our Feedback Form.



Managing complaints

- The staff member will say your 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 let you how long it should take.
- They will **apologise** to you when something has gone wrong.

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



- Who you are
- Where you live
- If you are a man, woman or another gender
- What job you do
- What language you speak
- If you have a disability
- What religion you follow
- If you have a lot of money or not much money.



When you make a complaint:

- We will keep it private
- What you say will be kept secret.

Review



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