

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;
- if you want, you can have an advocate to support you.



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 Your Best Life Disability and Health Service 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;
- 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 a letter to:
 - the staff member you were with at the time;
 - the boss of that staff member;
 - the Corporate Services Manger
 - the boss of the organisation.
- you can make a complaint by completing our Compliments, Complaints and Feedback form available at reception.
- you can write a complaint and send it to , PO Box 5253, SCMC, Nambour, Qld, 4560.
- if you don't want them to know who made the complaint you can make a



secret complaint by ringing 07 5293 9002 or by writing to the address above;

- by completing the feedback section on our website www.ybl.org.au
- you can complain directly to the NDIS [How to make a complaint | NDIS Quality and Safeguards Commission](https://www.ndis.gov.au/quality) (ndiscommission.gov.au) or call 1800 035 544



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.

APPEAL

Lodging and Appeal

If you are not happy with the way we have handled your complaint or the decision we have made. You or your advocate can lodge an appeal if they disagree with a decision made by the organisation.

An appeal should be made in writing and submitted to the Corporate Services Manager at corporateservices@ybl.org.au or PO Box 5253, SCMC, Nambour, Qld, 4560

- or you can contact the NDIS [How to make a complaint | NDIS Quality and Safeguards Commission](#) (ndiscommission.gov.au) or call 1800 035 544



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
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