

COMPLAINTS HANDLING CHARTER



Attachment 22.

Our Complaints Handling Charter

At Life Without Barriers, we see complaints as a valuable way of meeting and responding to your expectations. We realise that in breaking down the barriers to life's opportunities, the Life Without Barriers vision, means listening to feedback and complaints from our community.

Do you have a complaint?

If yes, please tell us. In the first instance we would encourage you to talk to the person who normally provides you with a service –in most instances complaints can be resolved locally and quickly. If you are not comfortable with that approach for whatever reason you can choose the person or office to which you make the complaint. Depending on what you tell us we may encourage a local resolution or we may appoint someone not connected to the concerns to investigate your complaint.

What should you tell us?

Your name, address and the best way to contact you.

- The details that will help us understand the reason for your complaint e.g. what happened? When and where? Who was involved?
- Copies of any documents relevant to your complaint.
- If you have already have discussed your complaint with us, the details of those persons from Life without Barriers that you dealt with.
- What would constitute a satisfactory resolution of your complaint. For example are you seeking information which you feel is being withheld, are you seeking an apology, etc.

How will we handle your complaint?

Our commitment to you means we will:

- Record the details of your complaint, consider it in a fair and genuine manner, and deal with it effectively to ensure a fair outcome,
- Enquire into your complaint and consult any relevant Life Without Barriers' staff, volunteers, carers, and contractors, which should help resolve it fairly and within a reasonable timeframe.
- Acknowledge your complaint, in writing or via email, within two business days of us receiving it.
- Treat you with respect and treat your information with confidence, in line with the Life Without Barriers' Privacy Policy.
- Keep you and any other persons involved informed about the progress of the complaint, how we will try to resolve it and, as is appropriate, what we will do to prevent it from happening again.
- Take action to resolve the complaint as best as possible to your satisfaction and, where possible, recommend any changes needed to ensure the cause is fixed.
- Let you know in writing the outcome of your complaint and, as is relevant, the reasons behind this outcome.

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Do you know your rights?

When you make a complaint to Life Without Barriers, you have the right:

- For it to be easy to make a complaint and to ask us for help in doing so should you need it, free of charge.
- To have your complaint handled in an efficient and fair way, and with respect.
- To have your information treated confidentially, unless Life without Barriers has a reason for doing otherwise e.g. in providing a court report.
- To seek legal advice.
- To contact the Ombudsman if you are not happy with how we have attempted to resolve your complaint.
- To know the processes and criteria by which your complaint will be handled and reviewed.
- To know Life without Barriers' response to your complain and the reason for this response.
- To give us any relevant material that supports your complaint.

What else do you need to know?

Someone else can make a complaint on your behalf; however, we may still need to contact you directly.

You may make a complaint verbally and/or in writing.

You can make an anonymous complaint; however, not being able to discuss the complaint with you may limit our ability to improve and/or fix the cause. We will do our best to protect your identity, but please bear in mind that, through the course of our investigation, your identity may become apparent to us.

We may ask for your help in the course of handling your complaint.

Contact us

You can make a complaint to Life Without Barriers by contacting your local Regional Office. A list of our offices is located on our website www.lwb.org.au.

If you are still not satisfied with the outcome, you can contact:

The Complaints Manager

Life Without Barriers

PO Box 2226

Dangar NSW 2309

Phone (02) 4033 4500

Fax (02) 4927 5113