

Policy Standard	G4SP3
Feedback, Compliments and Complaints	
<i>Date: 11 July 2017</i>	<i>Review: 10 August 2018</i>

1. Purpose

To outline the process to lodge Feedback, Compliment and Complaints regarding Guides 4 Sight staff or services. This process is available for clients and staff alike.

2. Definitions

3. Is there something you would like to tell us?

Whether it's a compliment of a complaint, we would like to know. Please make contact with us and let us have a chat with you about what it is you would like to tell us, we do not always know what you're thinking.

4. Providing feedback and compliments

It's nice to get feedback, it helps us to know that our business and employees are focused on the right areas or that we need to change our focus to develop new opportunities.

Compliments are greatly appreciated and are always passed onto our team of assistants so they know their doing well.

5. Making a complaint

If you would like to register a complaint whether you're a provider, a participant or a client, we appreciate an opportunity to work through what is happening so we can make the situation better where we can.

Option 1

You can register a complaint by discussing this with your Guides 4 Sight direct Assistant if you feel comfortable doing this?

Option 2

Contact Christine Tinley, Director, Guides 4 Sight, on her mobile 0438 599 956 or via email to christine@guides4sight.com.au or if you prefer in writing by mail to: 14 Horseshoe Circuit, Henley Brook 6055.

6. Alternative options

As an alternative, an independent Mediation service may be approached to assist in mediating a satisfactory outcome where a situation cannot be resolved.

Information can be found at Health and Disability Services Complaints Office (HaDSCO) which is an independent Statutory Authority providing impartial dispute resolution for complaints relating to health, disability and mental health services provided in Western Australia and the Indian Ocean Territories

Independent advocacy is also available through 'People With disability WA' (PWdWA) or Ethnic Disability Advocacy Centre (EDAC). Health Consumers Council or Midland Debt Information and Advocacy Services (MIDLAS).

7. Complaints or queries in relation to Government funding;

- a. National Disability Insurance Agency (NDIS) participants can also contact the NDIS by calling 1800 800 110, visiting one of their offices in person, or visiting their website ndis.gov.au for further information.
- b. Western Australian National Disability Insurance Scheme (WANDIS) participants can also contact the WANDIS for complaints & feedback by calling 1800 996 124, visiting one of their offices in person or by email WANDIS@dsc.wa.gov.au or by visiting their website <http://www.disability.wa.gov.au/wa-ndis/wa-ndis/consumer-feedback/>
- c. Complaints for services provided by Disability Service Commission contact by telephone 9426 9244 or email CLO@dsc.wa.gov.au or by visiting their website <http://www.disability.wa.gov.au/wa-ndis/wa-ndis/consumer-feedback/>

Legislation

Disability Services Act 1993

National Standards for Disability Services – Standard 4

Feedback, Compliments and Complaints		PCY: G4SP3
Date	Changes	Authorised
11/7/2017	Creation of document	CMT
10/6/2018	Addition HadSCO information	CMT

