



# Feedback and Complaints Policy

## 1. Purpose

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It is the fundamental right of consumers of the services of ADACAS to compliment, comment and complain about the service they have received. ADACAS welcomes all feedback. ADACAS is committed to continually improving the quality of its service, and to being open and responsive to feedback and any complaints from consumers, their supporters or by members of the wider community.

Consumer feedback provides valuable information on what areas need to be changed and improved. ADACAS will at all times seek an outcome to a complaint which is satisfactory to all parties and commit to improve its performance when relevant.

The purpose of this policy is to:

- establish the principles to govern ADACAS' response to feedback, particularly complaints;
- ensure there is an open and transparent procedure through which consumers, their supporters and members of the community can convey their satisfaction or dissatisfaction regarding ADACAS' services, functions or operations;
- enable ADACAS to benefit from all feedback through ensuring it is recorded, considered, resolved, monitored and used to improve ADACAS' processes and procedures; and
- ensure that our staff, volunteers, consumers, their supporters and the wider community are aware of the content of this policy and relevant procedure.

## 2. Feedback

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ADACAS welcomes feedback including comments and compliments about our service. We encourage anyone using our service to provide feedback via our website, or directly to the Quality Manager via mail, email or telephone. Contact details are contained at the end of this policy.

ADACAS also welcomes comments about how we can improve our service delivery or related areas such as our promotional materials, website or any other suggestion. Feedback can be provided via mail, email or telephone as set out in the 'Contact Details' section below.

The ADACAS CEO is informed about all complaints and feedback.

## 3. Complaints

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ADACAS is committed to giving complaints a high priority and responding efficiently, fairly and promptly. If you or your representative feels dissatisfied with any aspect of our service, we actively encourage you to raise the issue with us. Complaints regarding advocacy services will be directed to the Quality Manager.

ADACAS recognises that some complainants will wish to express their dissatisfaction informally.



Where concerns cannot be resolved informally, or the matter is serious in nature, a formal approach to addressing and resolving the concerns will be undertaken, using the process outlined below. If required, ADACAS will arrange access to an independent interpreter service, and honour a consumer's right to be supported by their nominated person (e.g. family, friend, carer). Assurance is provided that all complaints will be treated confidentially, fairly and consistently.

## 4. Complaints Procedure

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### Internal Process

To make a complaint, you can write a letter, call ADACAS or send an email via our contact details below.

You will be contacted within 3 working days by an ADACAS staff member so you can provide details about your complaint. The staff member will acknowledge your complaint, listen carefully, and ask questions to gain a clear understanding of the issue. Details of the complaint will be confidentially recorded.

The complaint will also be reported to the CEO and will be added to ADACAS's complaints register.

Procedural fairness means that staff who have a complaint made about them have a right to see the details of the complaint and to respond to it.

While the complaint is being investigated, ADACAS will stay in touch with you and/or your representatives to keep you informed of the progress of the complaint. You will be contacted within two (2) weeks of the complaint being made to discuss the outcome of the complaint.

If you are not happy with the outcome, and depending on the nature of the complaint, the CEO may review the information relating to the complaint and will contact you to speak with you.

### External Process

ADACAS acknowledges that concerns about the service may also be raised with external agencies, such as:

- ACT Human Rights Commission
- NDIS Quality and Safeguards Commission
- NSW Department of Communities and Justice
- Older Persons Advocacy Network
- Aged Care and Quality Safeguard Commission

## 5. Unreasonable Complaints

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ADACAS is aware that anger is understandable and, to some degree, an acceptable emotion among frustrated complainants, as long as it is not expressed through aggression, threats or violence toward our staff. Staff safety and wellbeing are paramount when dealing with unreasonable complainant conduct. Should conduct expressed through aggression, threats or violence be directed to ADACAS, its staff or volunteers, ADACAS will terminate a client contact, and may terminate our provision of services, to ensure the safety and wellbeing of all staff.



### 6. Contact Details

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Visit: Unit 14 / 6 Gritten Street, Weston Community Hub, Weston, ACT 2611

Mail: PO Box 3167, Weston Creek, ACT 2611

Phone: (02) 6242 5060

Email: [adacas@adacas.org.au](mailto:adacas@adacas.org.au)

### Version control

Changes applied to Policy	Date approved	Next review date
10 March 2023.	Endorsed by FAR Committee 18/10/23 and Approved by Board 24/10/23	October 2024