



interaction
empowering people

COMPLAINTS, FEEDBACK AND COMPLIMENTS POLICY

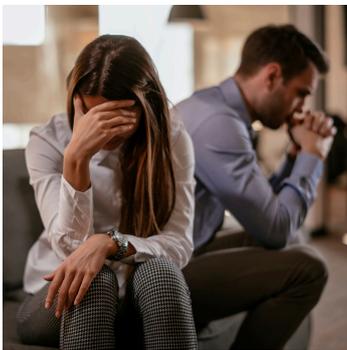
Easy Read Guide



YOUR RIGHTS



Interaction wants to receive your compliments and complaints



Everyone has the right to complain if they are unhappy



Interaction aims to resolve any complaints



Everyone has the right to provide both positive and negative feedback

CONFIDENTIALITY



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Interaction thinks the best way to resolve a complaint is to have a chat about the problem. You can also write down your complaint and share it with the staff you are most comfortable with.



If a complaint can't be resolved through a chat, the complaint may be written down or involve a manager to help fix it



All complaints will be kept confidential



This means that we won't tell anyone about your complaint, except those who need to know

COMPLAINTS



All complaints will be treated seriously and with respect



All complaints will be resolved as soon as possible



If you are unhappy, we will work together to fix the problem



Staff will let the manager know if there is a complaint

HOW TO MAKE A COMPLAINT



Interaction can help you get extra support to make a complaint such as an advocate



Any staff member can help you if you want to make a complaint



When you first come to Interaction you will receive information on how to provide positive and negative feedback



You can use this process to make a complaint

HOW TO MAKE A COMPLAINT



Complaints will be accepted in lots of different ways



Staff can help you fill out Interaction's complaint and feedback form



You have the right to choose someone to help you make a complaint and to support you through the process



Talk to staff about your options if you have a complaint

HOW INTERACTION HANDLES COMPLAINTS



When you make a complaint, staff will ask whether you have

- Had a chat with the person and tried to fix the problem, or
- Want to make a formal complaint



Staff will ask:

- What you want fixed
- Who you want to manage the complaint
- How often you want to receive feedback on how the process is going
- If you are happy to provide more information if needed



Interaction will write down the steps made during the complaint handling process

HOW INTERACTION HANDLES COMPLAINTS



Interaction will keep a copy of all compliments and complaints



Interaction has a Stakeholder Engagement Committee made up of participants, family, staff, and Board representatives



In this meeting, complaints and compliments will be discussed



Once Interaction has looked at the complaint and what can be done to fix it, they will discuss this with you

HOW INTERACTION HANDLES COMPLAINTS



If a child or young person would like to make a complaint, their parent or someone they trust can help them



You will not be in trouble for letting staff know you are unhappy and wish to make a complaint



Interaction does not need to know your name if you have a complaint

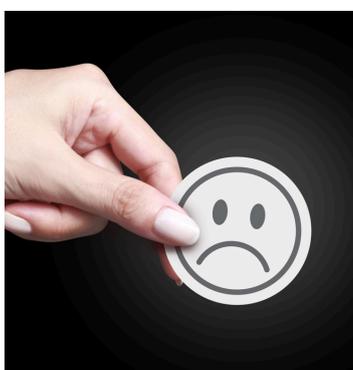


If the complaint is about a specific staff member, that person will not work on the complaint

HOW INTERACTION HANDLES COMPLAINTS



Interaction will try different ways to resolve the complaint



Sometimes you may not be happy with the outcome of your complaint



Interaction will not change the service you receive because you have made a complaint unless you ask them to



If you are unhappy with how your complaint was handled we can find someone independent to help us escalate it (e.g. NDIS Quality and Safeguards Commission, Ageing and Disability Commission)