

Complaints & Commendations Process



Community Living Australia, aims to ensure the needs and expectations of clients and stakeholders are realised and therefore we are continually working to improve our services.

We acknowledge that services and processes can at times fall short of these needs and expectations, and that both complaints and commendations play an important role in improving our services.

That is why we encourage any of our clients, families, employees or community members to provide us with feedback.

Our Aims

Our Complaints Process Aims are to:

- Address complaints with a fair and systematic approach
- Listen to people and understand the nature of the problem
- Help resolve the person's dissatisfaction
- Collect data about complaints, identify problems and change procedures to prevent similar complaints, or improve our communication to offer a better understanding of what Community Living Australia services can offer.

Our Commitment

Our Commitment is to:

- Support clients and staff to make complaints and commendations
- Treat all complaints seriously
- Thoroughly investigate every complaint in an unbiased manner
- Maintain the confidentiality of the person making the complaint
- Investigate and respond to complaints in a timely manner
- Keep the person making the complaint informed of the progress of the investigation and resolution
- Ensure the person making the complaint is not disadvantaged in any way
- Inform the person making the complaint of their right to make the complaint to a third party external from Community Living Australia.

How to lodge a complaint

- A complaint can be made on our website at cloust.com.au/feedback
- Alternatively, it can be made in person, in writing, by phone or by email
- A complaint can be raised with a Support Worker, Team Leader or Management. If they are unhappy with the response they may contact the Chief Executive or a Board Member
- Complaints can be made anonymously.

The Commendations and Complaints form can be downloaded from: cloust.com.au/forms-publications or can be requested from any Community Living Australia office or venue.

What happens after a complaint is made?

- If the matter is resolved on site, the complaint is closed, recorded and reported through relevant channels
- If the matter is not resolved on site, the complaint is referred to the relevant Manager, who will then contact the person making the complaint in an attempt to resolve it
- If the matter is resolved, the complaint is closed, recorded and reported through relevant channels
- If the matter is not resolved, the person making the complaint will choose either the informal, formal or external resolution process and the Chief Executive will be advised
- The complaints process will continue until a resolution is found.

Processes for resolving complaints

There are three stages that can be used for the resolution of complaints. The person making the complaint may choose to use any or all of the stages.

1

Stage 1: Informal

The complaint is informal and it is handled internally within Community Living Australia.

2

Stage 2: Formal

The complaint is formal and is handled internally by senior management within Community Living Australia.

3

Stage 3: External

If the person making a complaint does not feel comfortable making it directly to Community Living Australia, or if stages 1 and 2 have been unsuccessful, it can be made to the NDIS Commission - an external third party to Community Living Australia.

Commendations

Commendations are equally important to Community Living Australia in our commitment to continuous improvement.

We encourage you to provide positive feedback verbally, face to face, written or electronically and we will ensure that the information is recorded and informs our decisions moving forward.