

Complaints & Feedback Guidelines

for CCLO Living

Easy to understand version



**CONNECTING ABILITIES
WITH LIFE'S OPPORTUNITIES**

How to use this document



This information is written in an easy to read way. We use pictures to explain some ideas.



This document has been written by CCLO Living. When you see the word 'we', it means CCLO Living.



This Easy To Understand document is a summary of another document.



You can ask for help to read this document. A friend, family member or support person may be able to help you.

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What is a complaint?



We offer people lots of different services:

- accommodation – a place to stay or live
- community access
- drop-in services
- coordination of support– looking after the services you use.



If you aren't happy with our services, you can tell us.



This is called a complaint.



Someone who makes a complaint is called a complainant.

Complaints we deal with

We deal with complaints about 5 main areas of our services:



1. Service access – finding and using services we offer



2. Service Delivery – our direct services



3. Policy – the way we do things



4. Privacy – how we handle personal information



5. Staff – how staff behave and how they treat people.

Service access

We will listen to complaints about:



- access to services we already offer



- not giving you a good reason why we won't provide you with a service



- not having enough services available.

Service Delivery

We will listen to complaints about:



- direct services we provide



- how well we provide these services.

Policy

We will listen to complaints about:



- the policies we have



- how well our staff follow our policies.

Privacy

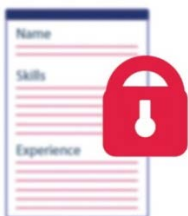
We will listen to complaints about:



- how we collect your personal information



- how we use your personal information



- how secure we keep the personal information we collect



- your right to access the information we keep about you.

Staff

We will listen to complaints about:



- how CCLO Living staff behave



- how well CCLO Living staff treat you.



If a complaint about staff behaviour is very serious it will go to our Complaint Officer and Management Team.

They will handle serious complaints about:



- abuse – treating you badly and making you feel unsafe
- neglect – leaving you alone or ignoring you.

About our services



We are committed to providing services which help people:

- meet their needs
- use their strengths
- reach their goals.

We want to make sure any complaints we get are handled in a way that:



- is fair and everyone is treated equally



- matches what it says in
 - the law
 - our policies



- gets a good result for everyone.

We want to make sure that older people and people with disability:



- have choice and control over their own lives



- are valued and active members of the community.



We want to work closely with families and carers so we can help them too.

Our Service Charter talks about:



- the standard of service you can expect to get from us



- how you can help us meet your needs



- what you can do if you don't think our services are good enough.

Why do we need guidelines?



These guidelines help our staff deal with complaints about our services.

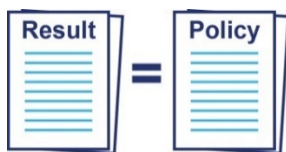
We need guidelines so that complaints are:



- treated in a way that is fair



- handled so the result matches what the law says



- handled so the result matches what our policies say.

They help us make sure we are:



- providing the best Disability Direct services we can



- treating all complaints in the same way.



We need to review these guidelines:

- every 3 years



- if there is new information



- if there are changes to the law



- if there are big changes at CCLO Living.

Other complaints



These guidelines don't apply to every type of complaint.



Other types of complaints will be handled differently.

These include:



- problems between our staff
- appeals made against decisions we make about services
- contracts we have with service providers
- requests for services or information
- feedback – ideas about things we could do differently
- concerns – things you worry about
- incidents – things that happen causing damage or causing people to get hurt
- fraud – giving us information that is not true.

How we take care of complaints

Receiving a complaint



You can make a complaint in different ways:

- in writing



- by talking to us.



Written complaints can be made by:

- writing a letter or email
- filling out a complaint form – on paper or online.



You can tell us your complaint:

- in person



- on the telephone.



If you need help to make your complaint, we will find the best way for you.

Responding to a complaint



We will let you know straight away that we have received your complaint.



We will respond to your complaint in the same way you gave it to us.

For example, if you send us an email, we will send you an email.



We will respond to your complaint within 1 working day of receiving it.



If we can fix a complaint straight away, we will.

Recording complaints

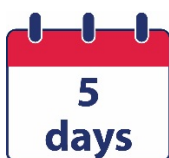


We have a system for recording information about complaints.



The information we record needs to be:

- accurate



- recorded within 5 days of receiving the complaint.

Working out what you expect



After we receive your complaint, we will contact you to find out:

- what you think should happen
- how long you think it should take.



If the information we have is not clear, we will talk to you before we look into the complaint.



We will try our best to do what you need us to do.

Taking a complaint further



All complaints should be taken care of by our staff in the office that receives the complaint.



Our staff should make sure they talk to the right person before they look into the complaint.



The best person to talk to is the person who looks after the service or the area the complaint is about.



Serious complaints should be taken straight to managers.



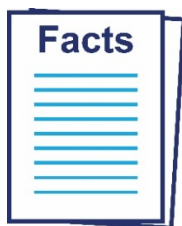
Serious complaints might be about abuse or somebody breaking the law.



If a complaint can't be taken care of by our staff in the office that receives the complaint, our senior managers will decide:

- what to do about it
- who will look into it.

Looking into a complaint



When we look into a complaint, we will gather all the facts first.



We might talk to the manager so we can work out how to handle the complaint.



We might develop an Action Plan that has the steps we will take to resolve the complaint.



They might:

- give support and advice
- look into the complaint themselves.



It shouldn't take more than 20 days to resolve a complaint.

It might take longer than that if:



- we have trouble getting information
- the case is harder to solve than we expected.

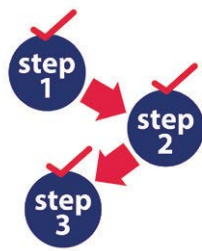


We will let you know if there is a delay.



We will keep information about the delay in our records.

Closing a complaint



When we have gone through all the steps of the Guidelines, we will close the complaint.



We will record the outcome in our system.



We will tell you the outcome and how you can appeal the outcome if you're not happy with it.



We will ask you for feedback about how we handled your complaint.

Reviewing a complaint



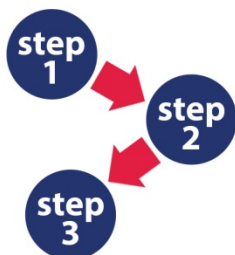
We can't always make you happy with the outcome of your complaint or give you everything you want.



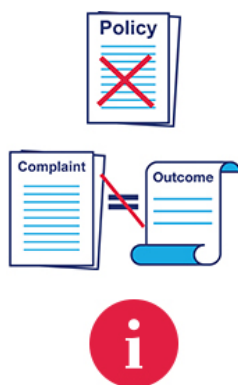
If you're not happy, you can ask us to review our decision.



The complaint will be reviewed by staff who didn't take part in fixing the complaint the first time.



They need to follow all the steps in these guidelines.



They should only change the outcome if it:

- didn't match what is in our policies
- was different from similar complaints made before
- brings up new information we didn't have the first time.



The NDIS Quality & Safeguard Commission has people who can look into complaints about service providers and the people who work for them.



You can contact them if you don't like the outcome of the complaint you have made.



This is called an external review.

Other things to think about

Anonymous complaints



You don't have to tell us who you are when you make a complaint.

We call this an anonymous complaint.



We will:

- accept complaints that are made anonymously
- look into them as much as we can.



They will be treated with the same importance as other complaints

Natural justice



We are committed to handling complaints in a way that provides 'natural justice'.

This means we will do everything we can to:



- be fair and treat everyone equally



- let everybody involved in a complaint know what to expect



- be open about what we are doing



- be seen doing the things we need to do



- let you choose somebody to be your contact person



- give everybody an equal chance to take part



- treat everybody with respect



- give reasons for the decisions we make.

Privacy and confidentiality



We need to keep your identity private in case somebody gets upset about the complaint.



We will make sure that only people looking into the complaint know who you are.



If we need extra people to help us with the complaint, we will ask you before we tell them who you are.

Sometimes we need to take complaints to people outside CCLO:



- we need to tell the police about criminal behaviour



- we need to tell the police and Community Services about children being treated badly

Unreasonable complaints



Sometimes people who are upset or angry make complaints because of how they are feeling.



We call these complaints unreasonable or vexatious.

They might involve someone:



- always asking for the same thing or things they don't deserve



- who isn't doing what they have been asked



- arguing or disagreeing with other staff



- doing things at work that they shouldn't be doing.



If we think a complaint is unreasonable or vexatious we will listen to the complaint but won't take it any further.



We will tell the person:

- why we aren't looking into their complaint
- who else might be able to help them.

Abusive complaints or complainants



Our staff deserves to be treated with respect when they handle complaints.



Our staff will be respectful and courteous when they handle complaints.



Our staff will stop looking into a complaint if you:

- are rude
- make threats
- harass them.



Before we stop we will think about:

- your emotional state of the complainant
- how well you communicate.



We will tell you we will look after your complaint when you can:

- be calm
- behave in a respectful way.



We will make sure we have:

- responded to all the important details you have given us



- done an internal review of how we handled the complaint



- referred the complaint to somebody outside CCLO if needed.



We might need to think about how we can work with you in the future.

Making a complaint

Complaints in writing



You can send your complaint in an email to:
info@ccllo.com.au



You can make your complaint online:
www.ccllo.com.au > Home > Participants Corner >
Feedback & Compliants > Give Feedback
> Feedback form. **complaint**/compliment or
feedback



You can send it to us through the mail:

Unit10C /1 Bounty Close, Tuggerah NSW 2259



You can call us to make your complaint:

02 4353 2411 - Ask for the Complaints Officer

Contacts for external review



**NDIS Quality
and Safeguards
Commission**

Ph: 1800 035 444 (free call from Landlines) or TTY 133 677

Interpreters can be arranged.

National Relay Service and ask for 1800 035 544

Completing a complaint contact form.

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>

A complaint can be made to the Aged Care Quality and Safety Commission by:

- Phoning: 1800 951 822 (free call from landlines)
- TTY Phone: 1800 555 677 then ask for 1800 951 822
- Interpreters support phone 131 450
- National Relay Service and ask for 1800 951 822.
- Completing an Aged Care Quality and Safety Commission complaint contact form
(<https://www.agedcarequality.gov.au/making-complaintlodge-complaint/online-complaints-form>)
- By mail to: Aged Care Quality and Safety Commission, GPO Box 9819, Sydney NSW 2000

Complaint form

Person making the complaint

Name



First name:

Surname



Surname:

Who is this complaint about?



It's about me.



It's about someone else.

How do you know this person?

How do you like to be contacted?



On my home phone, my number is



On my mobile phone, my number is



On my work phone, my number is



By mail to my home, my address is:



By email, my email address is:



Do you have any special communication needs?

No

Yes

Please tell us what you need:

What is your complaint about?

Please tell us about your complaint.

What would you like us to do about your complaint?

Have you already told someone from CCLO about your complaint?

No

Yes

Who did you tell?
