



EASY TO UNDERSTAND VERSION COMPLAINTS AND FEEDBACK GUIDELINES

Ref No: CCLO-PAR-042



Hard Words



This book has some hard words

The first time we write a hard word

The word is in **blue**

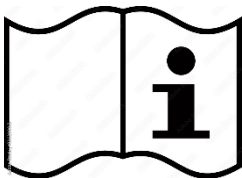
- We write what that hard word means

You can get help with this book



You can get someone to help you

- Read this book
- Know what this book is about



- Find more information

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



Staff

We will listen to complaints about:



- how CCLO Living staff behave

- how well CCLO Living staff treat you.



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



**Professional Conduct,
Ethics and Performance Unit**

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.



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

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

What is a complaint?



If you are not happy with a **service** you receive you can let us know, this is known as a complaint



- A service is something you receive from a provider including

- **Accommodation**

- Accommodation is a place for you to live or stay for some time



- Accessing the community

- Visiting you in your home



- **Coordination of supports**

- Is someone to help you make the best use of your supports and services

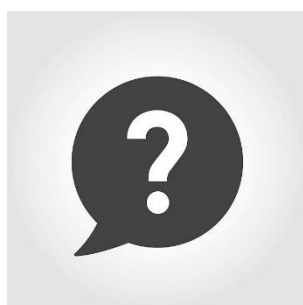
Making a Complaint



If you are not happy with a service, you have received from **CCLO Living**, please let us know on page 7



We are CCLO Living or Central Coast Living Options Pty Ltd, we provide you with the services you receive



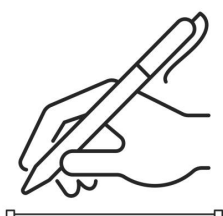
There will be some questions on the next pages



These questions are for you to answer about the complaint

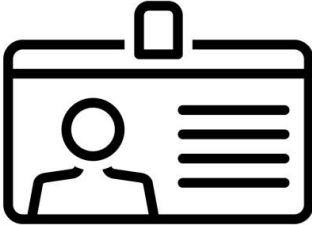


If you do not understand any of these questions, you can get some help



There will be a line under the question, this is for you to put your answer on.

Complaint details



What is your first name:

What is your last name:



Who is the complain about

- The complaint can be about a support worker, a visitor or anyone.



How do you know **this person**

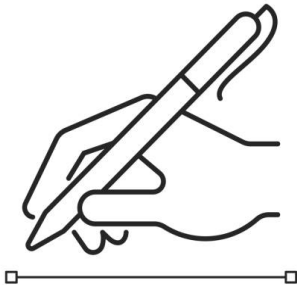
- The person you are making the complaint about

Complaint details

Option 1:

Would you like to write your complaint:

Please circle an answer below



YES

NO

If you circled yes to that question, please write your complaint on the next page

Option 2:

Would you like us to contact you so you can tell us your complaint:

Please circle an answer below



YES

NO

If you circled yes to that question, please write your contact details.

Option 3:

Would you like to email your complaint:

YES

NO

Please email your complaint to:

info@cclo.com.au



Complaint details



Please use the lines below to write your complaint down

Complaint details



How can we contact you:

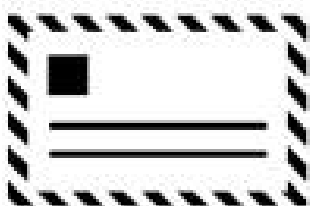
Phone:

Please write your phone number below



Email

Please write your email address number Below



Mail

Please write your address number below



In person

Please write your address below

If you would like a visit in person, we will call you to organise the best time for us to come to you

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.



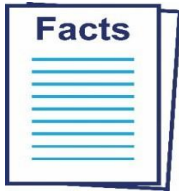
Serious complaints might be about abuse or somebody breaking the law.



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.

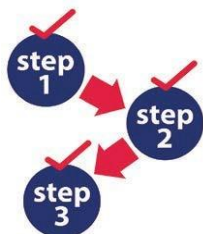


We will let you know if there is a delay.



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.

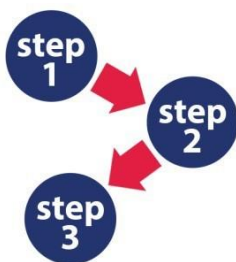


If you're not happy, you can ask us to review our decision.



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

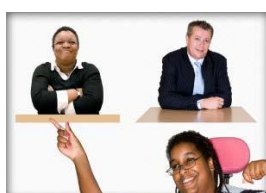




- be open about what we are doing



- 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.

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.

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

FEEDBACK



What is feedback?

Feedback is when you tell us:



What we're doing well



What we can do better

How can you give us feedback?

You can talk to us if you want to:



Ask a question

Share your thoughts or ideas

Your voice matters



When you give us feedback, it helps us improve.

We want to do things better so we can support you in the best way possible—every day.

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Every 3 years	Management Team CEO and Board of Management Reviewing and Approving	

Policy review and version tracking			
Review Item	Date Approved	Approved by	Next Review Due
1. 22.7.2025 Updated format and legislations			
2. Whole Doc	21.10.2025	CEO	15.5.2028
3			

Connecting/ Reference Policies	Policy Number
Duty of Care	CCLO-PAR-013
Privacy and Confidentiality	CCLO-PAR-032
Complaints Management & Resolution	CCLO-PAR-007

Relevant Documents to Policy	Document Number
Employee Statement	5.57