

Feedback and complaints help us improve the quality of our services, safeguard people with disability and achieve better outcomes for our clients

At Everyday Champions, we value feedback and suggestions about how we can improve what we do. Everyone has the right to make a complaint and give feedback - like comments and compliments.

This policy sets out the process for complaints and feedback from our clients and their families. It's not for workers, who should use the Grievance Procedure to address issues that need to be resolved.

Our complaints and feedback principles

- Everyone has the right to make a complaint and/or give us feedback.
- All feedback and complaints must be dealt with confidentially, sensitively, and the people making them treated respectfully and fully supported throughout the process.
- Anyone making a complaint or giving feedback should get an outcome they feel shows it has been dealt with appropriately.
- We will use the lessons learnt from the complaints and feedback we receive to improve how we run Everyday Champions, to identify and manage risks so we protect our clients and staff, and to comply with legislative obligations.
- Informed consent for the sharing of information is really important. It will be obtained and respected unless it is unsafe or impossible to obtain consent, consent has been refused or a vulnerable person might be at risk of serious harm, abuse or neglect or pose a risk to their own or public safety.

The complaints and feedback process

People can make a complaint or give feedback any way they want. This can be done in person, in writing (302/10 Currie Crescent, Griffith ACT 2603), over the phone (0432 935 810), by email (feedback@everydaychampions.com.au) or on the Everyday Champions website (www.everydaychampions.com.au/get-in-touch).

If people are unsure about how to make a complaint or give feedback, especially if they are a person with disability, they can ask someone they trust to help them.

Every complaint will be recorded in the Complaints and Feedback Register and followed up in a timely manner. Complaints and feedback will only be discussed

with the people who need to be involved in resolving the complaint or responding to the feedback.

A senior staff member at Everyday Champions will be responsible for following up complaints. They will investigate what has happened and make suggestions to resolve the issue. Here is how that will work:

1. If the complaint is made in writing (by email, letter or via the website), someone from Everyday Champions will be in touch within 2 working days to make sure they understand the complaint or feedback.
2. If the complaint is made in person, someone from Everyday Champions will take the time to listen to the person making the complaint or feedback to make sure they fully understand what the complaint or feedback is about.
3. Once they have read or listened to the complaint or feedback, they will ask the person what they want to happen and explain to them how their complaint will be dealt with.
4. The person dealing with the complaint will make sure the person making the complaint knows what options they have if they're not happy with how their complaint has been dealt with.
5. The person dealing with the complaint will then try to find out all the facts about the complaint or feedback, and stay in contact to make sure the person making the complaint knows what is happening.
6. The person dealing with the complaint will finalise the outcome of the complaint within 2 weeks.

What if the person complaining is not happy with the outcome?

Clients and families have the right to dispute the outcome of a complaint. If this happens, the complaint can be taken to a more senior staff member who will find out the facts about the complaint or feedback.

If clients and/or families are not satisfied with how their complaint has been dealt with, they can contact the National Disability Insurance Agency by calling 1800 800 110, visiting one of their offices in person, or visiting ndis.gov.au for further information.

Taking the complaint further

If clients and/or their families are still not happy, they can also contact:

- ACT Human Rights Commission by phone (02 6205 2222) or email (human.rights@act.gov.au)
- ACT Quality Complaints and Regulation - by phone (02 6207 5474) or email (quality@act.gov.au).