

Complaints and Feedback

What is this Policy about?



Feedback

- Feedback is information you give us about what you think of our services.
- It can be good or bad and will help us know what we can do to be even better.

Complaints



- You can make a complaint if you are unhappy about something that happened at a Windgap activity.
- It could be:
 - That you are unhappy about how you were treated
 - Something unfair happened
- We will then be able to do something about it

You can talk to us at Windgap or you can talk to the NDIS Quality and Safeguards Commission when you have a complaint – 1800 035 544

Why do we need this Policy?



- This Policy helps us make sure there are rules to follow when it comes to complaints
- It has information about what happens if you make a complaint
- It creates a safe environment where you can tell us about your concerns without worrying
- It helps us know about areas we need to improve in
- This Policy also makes sure that your concerns are resolved

Who is this Policy for?

- Anyone participating in our services
- Windgap staff
- Any of your family or carers
- Other organisation who are working with us

What happens when someone makes a Complaint?



- We will make sure all our staff are trained to handle complaints
- We will give information about the Complaints Procedure to everyone involved in our activities
- We will also have information about support services if you need help making complaints



- We will investigate all complaints fairly and carefully so we can have as much information as possible about what happened
- Everything that we find will be documented
- If it is more serious, we may have to report it to another agency who will also investigate



- Your privacy is important to us
- Complaints will not be shared unless you say it is okay or we have to as part of investigating

How will you know we are doing a good job?



- Our Management has the job of making sure everyone involved is treated fairly during the investigation process
- All employees are responsible for following the rules when a complaint has been made
- All Feedback will be reviewed and we will use it to help us make our services better
- All complaints will be documented
- Our rules and processes will also be reviewed so we can continue to make them better

