

Feedback and Complaints Policy





About this Easy Read



Vinnies wrote this fact sheet.

When you see **we** or **us**, it means Vinnies.



This easy read is a summary of the

Feedback and Complaints Policy.

We use pictures to explain some ideas.

We have written some words in **bold**. We explain what these words mean.



You can ask for a copy of the Vinnies

Feedback and Complaints Policy.



Feedback and Complaints

This factsheet will tell you about





•	How to give feedback or make a complaint	4

What is feedback and what is a complaint?

•	What you ca	an make a	complaint	about 5	5
	vviiat you ot	arr mano a	Joinplant	about	_



- How we will manage your complaint 6-8
- How Vinnies can support you 9
- Record keeping 10
- Who else can you talk to? 11





3



What are feedback and complaints?



Feedback is when you can tell us

- what you like about our services, programs or Vinnies workers
- what you think about our services or programs.



A Complaint is when you tell us

- you are **not** happy with something and
- want change.

You can give us feedback or make a complaint if you receive assistance from Vinnies.



How to give feedback or make a complaint



You can give feedback or make a complaint to

- the service or program
- · your support worker or
- the service manager.



Make a complaint to Vinnies Complaints Officer





• Phone: 9568 0262

Email: <u>Complaints@vinnies.org.au</u> or

Mail: Complaints Officer, State Support Office,
 PO Box 5, Petersham, NSW 2049



What complaint should you tell

Vinnies about?



You can tell us if you are **not** happy about

- our services and programs
- Vinnies workers behaviour
- information you have or have not been given
- how you are treated
- if you do not feel safe



- how we communicate with you
- the access of our services
- how long it took to receive help.



How Vinnies will manage your complaint



Where possible, complaints will be managed by the service or program.

If it cannot be fixed in 5 days, the complaint will be sent to the Vinnies Complaints Officer.

Complaints about



- · criminal matters. Like stealing
- children's safety
- serious misconduct by Vinnies workers
- workers in senior positions



will be sent to the Vinnies Complaints Officer.



How Vinnies will manage your complaint



If you make a complaint, we will

- listen to you
- treat your complaint in a fair way
- tell you how we will manage the complaint



- keep you up to date
- let you know the decision that has been made
- take action to fix the problem.



Your complaint helps us to

- give you better support
- improve our services and programs.



How Vinnies will manage your complaint



We will

- look at the facts
- look at the information



- talk to you and the people involved
- check if Vinnies policies have been followed
- take action to fix the problem like
 - $\circ \quad \text{give extra training to Vinnies workers} \\$



change how we do things.



How Vinnies can support you



If you need help Vinnies can

- call a Translation or Interpreting Service
- talk to you using the National Relay Service



- help you fill out the Feedback and Complaints Form
- refer you to an advocacy service.



We will **not change the way we** treat you if you tell us



- what you think or
- how you feel.

You will **not** lose your service or support.



Record keeping



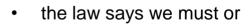
We will keep all information about your complaint for a minimum of 7 years.



We will keep your complaint private.



We may need to share information about your





to keep you safe.

complaint if



Who else can you talk to?



If you are not happy with:

Vinnies decision about your complaint

Or

how Vinnies has handled your complaint.



You can ask Vinnies to review the complaint decision within 25 days.



You can make a complaint about Vinnies to the NDIS





Phone: 1800 035 544

• For Interpreters Phone: 133 677

• Email: feedback@ndis.gov.au



For more information



You can ask for a copy of the Feedback and Complaints Policy.

For help with this document talk to



- your support worker or service manager
- a family member or friend
- an advocate.