



Complaints

Caringa



Easy English



Hard words

This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the 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.

About this book



This book is written by Caringa.

This book is about how to make a **complaint**.

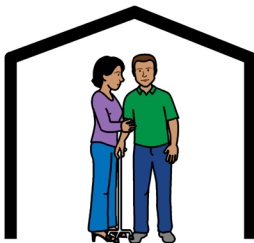


A complaint is when you

- are not happy

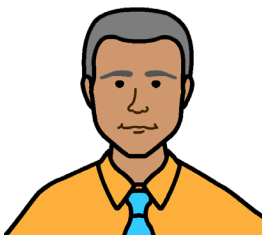


- tell someone why you are not happy.



A complaint can be about

- a service



- a person

- something else.

Our staff

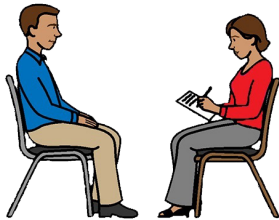


We will make sure all our staff are taught about

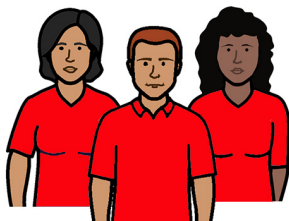
- how to make a complaint



- what to do if someone makes a complaint to them



- how to support someone who has made a complaint.



Different staff will deal with complaints depending on who the complaint is about.

What you need to do



You can make a complaint

- in person



- in writing.

You can make your complaint to

- the staff member your complaint is about



- a supervisor



- a manager



- our board of directors



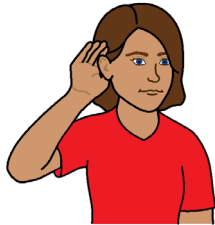
- the NDIS Quality and Safety Commission

- the NSW Ombudsman.

What staff need to do



You can tell any staff member about a complaint.



When a staff member gets a complaint they **must**

- listen to you
- tell you what will happen next



- tell their team leader.

If the complaint is small the staff member can

- help fix the complaint

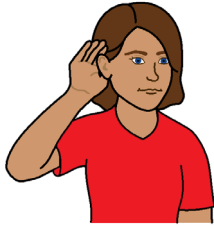


- write down how the complaint was fixed.



If the complaint is big the staff member **must** tell our **complaints unit**.

Our complaints unit



Our complaints unit is a team who

- listen to complaints



- talk to people who make complaints



- try to fix complaints.

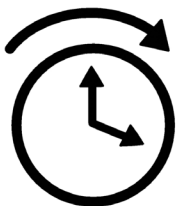
Staff in our complaints unit do different things to help you.



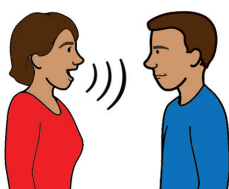
If you make a complaint we will tell you

- that we know about the complaint

- what we will do with the complaint



- how long it will take to fix the complaint



- who you can talk to about your complaint.

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

We will try our best to fix complaints within 28 days.

We will let you know if we can **not** fix your complaint within 28 days.



When we fix a complaint we will tell you

- how the complaint has been fixed



- why the complaint has been fixed that way.



If you do **not** agree with how the complaint has been fixed you can

- ask the complaints unit to look at the complaint again



- have the complaint looked at by the NDIS commission

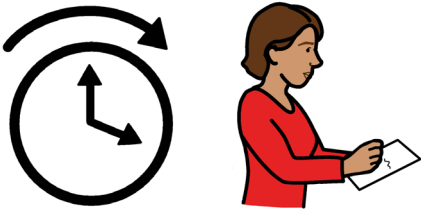
- have the complaint looked at by the NSW Ombudsman.

Complaints against staff or volunteers



If there is a complaint against a staff member or volunteer we will

- tell the staff member or volunteer



- give the staff member or volunteer time to respond to the complaint



- try to fix the complaint.



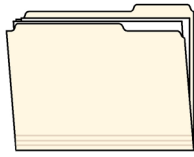
If there is a complaint made about us to another organisation we will

- work with the organisation

- try to fix the complaint

- tell the organisation how we will try to fix the complaint.

Records of complaints



We keep **records** of all complaints for at least 7 years.

Records can include

- what the complaint was about



- when the complaint was made



- how the complaint was fixed



- when the complaint was fixed

- when everyone was told the complaint was fixed

- other information about the complaint.



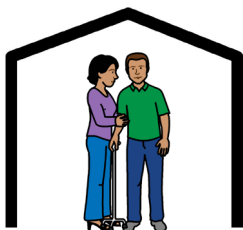
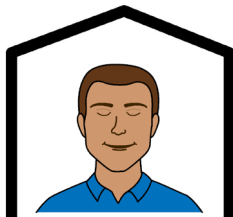
The records

- are saved on our computers
- can only be seen by the complaints unit
- can help the complaints unit write reports about the complaints we get.



The reports by the complaints unit help

- keep our staff and volunteers safe
- keep you safe
- make our services better.



Notes

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Notes

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More information

For more information contact
Caringa Australia



Call 02 6640 9300



Website www.caringa.com.au



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If you need help to speak or listen

Contact Caringa Australia through the
National Relay Service or NRS.

Call the NRS help desk
1800 555 660

Go to the NRS website
communications.gov.au/accesshub/nrs

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To contact Scope call 1300 472 673 or visit www.scopeaust.org.au

To see the original contact Caringa Australia.

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