



Information for Clients: How to Make a Complaint

SA Support Services and SA Living Solutions is committed to learning from feedback and complaints and ensuring all clients and their representatives feel comfortable and safe to provide feedback or make a complaint and to have their concerns addressed in ways that ensure access and equity and fairness.

SA Support Services and SA Living Solutions will accept complaints made by a person on their own behalf or by a person on behalf of someone else. In the first instance, we encourage you to first talk to the person concerned before making a formal complaint to see if the issue can be resolved. Otherwise, a complaint can be reported to any staff member.

A complaint form can be found as part of this document. Complete the complaint form and return to a staff member. If you are unable to complete the form, contact a staff member to provide the complaint verbally. The staff member will record the complaint in writing. Your complaint will be forwarded to the Director, or their nominee.

Within 7 working days you will receive written acknowledgement of your complaint. This communication will explain what is being done to investigate and resolve your complaint and who to contact for more information. Your complaint will be stored in a file which has restricted access to ensure matters are dealt with in a sensitive manner.

SA Support Services and SA Living Solutions aims to investigate and resolve all complaints within a month of receiving the complaint, unless the matter concerns a serious safety concern in which case the complaint will be addressed immediately. If this timeframe cannot be met, you will be informed of the reasons why and of the alternative timeframe for resolution.

If you feel you need more support with your complaint or unsatisfied with how we have handled your complaint, you may wish to also raise your complaint with:

SA Ombudsman www.ombo.sa.gov.au

Health Care Complaints Commission: www.hccc.nsw.gov.au

Australian Government Office of the Privacy Commissioner: for complaints relating to the Privacy Act 1988. www.privacy.gov.au/privacy_rights/complaints/index.html

Confidentiality

SA Support Services and SA Living Solutions understands that the subject of complaints may be sensitive in nature and we respect your right to confidentiality wherever possible. If external advice is required in the course of responding to your complaint, it will be sought anonymously



Feedback and Complaints Form

Contact Details

- I am making the complaint on behalf of myself
 I am making the complaint on behalf of someone else

Name (if providing feedback / making complaint on behalf of someone else include the name person you are assisting here.)

Name of respondent, if different to above:

Address: _____

Contact phone number of person making report:

Primary: _____ Mobile: _____

Email: _____

Details About the Feedback or Complaint

(Please be as specific as possible with reference to dates, times, people and locations. This will assist us in responding to your complaint.)

Or if you find it hard to find the words you may circle one of the faces below to let us know how you feel:



What outcomes would allow you to feel the complaint / feedback has been resolved?

Please attach any documents that may help us to resolve your complaint (e.g. correspondence).

Full Name:

Signature:

Date:

Documents attached Yes / No