



## What is a complaint?

A complaint is when a problem is happening, and someone says that they are unhappy.

- Complaints are important for an organisation to know what it is doing **well** and what it is doing **badly**.
- **Anyone** can make a complaint including family members and support workers.

## Your rights



We will make sure that:

- we **listen** to all complaints and treat them all **fairly**;
- we handle complaints **quickly**;
- you are given **help** if you need it when making the complaint and after making a complaint;
- complaints are fixed if they can be;
- you feel safe to **ask questions** about the complaint;
- you feel safe to make a complaint and are not made to feel upset by others.



You have the right for your complaint to be treated equally to all other complaints no matter:

- who you are;
- where you live;
- whether you are a man or a woman;
- what job you have;
- what language you speak;
- whether you have a disability;
- what your religion is;
- whether you are rich or poor.



When you make a complaint with Access Australia Group will make sure that:

- what you say is managed confidentially or carefully



### How to make a complaint

- **write** down what has happened so that you can remember clearly;
- write down as much as you can remember to help with the complaint.

## Seeking help



If you are not sure how to make a complaint or you are feeling worried:

- you can talk to one of our staff members who you know and **trust**;
- you can talk to someone you can trust such as a family member;
- you can ask that person to **help you** to make the complaint if you don't feel happy making the complaint yourself.

## Who to make a complaint to:



- you can make a complaint by speaking to the person or by writing a letter to:
  - the staff member you were with at the time;
  - the boss of that staff member;
  - Access Australia Group's Human Resources Manager
  - the boss of the organisation – Chief Executive Officer.
- you can make a complaint by putting a letter in the Suggestion Box at the front entrance or reception;
- you can write a complaint and send it to: PO Box 276, Bendigo, Victoria, 3550;
- you can ring up and make a complaint on (03) 5445 9800 and ask for the HR Manager;
- you can make a complaint by emailing [hr@aag.org.au](mailto:hr@aag.org.au).





## Managing complaints

- The staff member will say the complaint back to you to make sure that they **understand** your complaint.
- They will tell you what they will do to fix the problem and tell you how long it will take;
- They will **apologise** when things have gone wrong.



## Review

- We will often check to see if our complaints process is working. We might ask you to tell us if you found it easy or hard.
- It is important that you know how to make a complaint and who to talk to you if are unhappy. If you need more help with who to talk to about a complaint, please ask one of our staff.