

# Complaints procedure

*(Information for complainants)*

## Our commitment

In line with our Model of Care, we encourage complaints and feedback and view issues raised as opportunities to improve services for clients.

Cerebral Palsy Alliance (CPA) is committed to ensuring that everyone is able to make a complaint easily and it is dealt with quickly, fairly and sensitively. We will make every effort to resolve the complaints we receive to the satisfaction of everyone involved.

If you make a complaint to CPA you can expect that we will:

- treat you with respect
- tell you what to expect while your complaint is being looked into
- listen to your concerns and act on them quickly, fairly and sensitively
- keep you informed of progress and let you know the outcome
- provide reasons for decisions that are made
- protect your privacy.

## Who can make a complaint?

Everyone has the right to make a complaint to CPA. You do not have to be receiving services from us to make a complaint and you may make a complaint on behalf of someone else.

Complaints received anonymously will be accepted and investigated as far as possible.

## What can I make a complaint about?

You can make a complaint about any aspect of CPA's services, supports or business.

## Whom do I make a complaint to?

You can make a complaint to any CPA staff member. We encourage you to firstly discuss your complaint with staff directly involved, or with the manager.

If the complaint is a serious allegation against a CPA staff member or group of staff, this will be handled by a separate team or an independent party may be called in to investigate the complaint.

## How do I make a complaint?

Complaints can be made in a number of ways:

In person	We encourage you to firstly discuss your complaint with staff directly involved, or with the manager
By letter	Complaints Coordinator, PO Box 171, Forestville NSW 2087
By email	<a href="mailto:feedback&amp;complaints@cerebralpalsy.org.au">feedback&amp;complaints@cerebralpalsy.org.au</a>
By phone	1300 888 378
Online	<a href="#">Leave feedback   Cerebral Palsy Alliance</a>

If you need assistance in making a complaint, we are able to help you. We can organise an interpreter if you need one. You may wish to have an advocate or someone to support you or to act on your behalf to help you make a complaint. There are a number of advocacy services that provide this kind of help. There are other external agencies who may be able to give you advice or assist you in making a complaint. These include the [NDIS Quality and Safeguards Commission](#) and the [NSW Ageing and Disability Commission](#).

## What happens once I make a complaint?

When you make a complaint we will explain:

- what will happen while the complaint is being dealt with
- what supports are available to you
- who will deal with the complaint
- what will happen next, such as when you are likely to be contacted again.

You should not be made to feel that you cannot make a complaint, nor should making a complaint have any effect on the services you are receiving from CPA. Please contact a senior member of staff or the Complaints Coordinator immediately if you feel this may be the case.

The time it takes to resolve a complaint will depend on the nature of the complaint. Simple complaints may be resolved immediately. If we need to make further enquiries, it may take a few weeks to resolve. Where the complaint is about a more difficult matter, it may take longer to resolve.

Once the complaint is resolved as far as possible, you will be informed of the outcome. You may wish to raise any ongoing problems or concerns at this time.

Some complaints cannot be resolved completely. If so, CPA staff will help you to look at other options to address your issues, and may follow up with you afterwards to check that the outcome of the complaint handling process is meeting your needs.

## What if I'm not happy with the outcome of the complaint?

If you are not happy with the outcome of the complaint, then you can ask CPA to review how the complaint was dealt with. You can do this in a letter, email, over the phone or in person. A more senior staff member may undertake the review.

CPA staff may gather additional information to review the outcome of the complaint. If you are still unhappy with the outcome of a complaint after the review, then there are outside agencies that may be able to help. These include:

### National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission

You can complain to the NDIS Quality and Safeguards Commission about CPA or any aspect of its services or supports, including an employee of the service. Further information about the NDIS Commission can be found at <https://www.ndiscommission.gov.au/> or by calling 1800 035 544.

### Commonwealth Ombudsman

You can complain to the Ombudsman if you are not happy with actions or decisions that the National Disability Insurance Agency (NDIA) has taken, for example administrative decisions such as the funding of disability services or supports. Further information can be found by calling 1300 362 072 or emailing [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au).

### Anti Discrimination Board (ADB)

You can complain to the ADB about discrimination, harassment and vilification. The ADB investigates and conciliates such complaints. Further information can be found at [www.antidiscrimination.justice.nsw.gov.au](http://www.antidiscrimination.justice.nsw.gov.au) or by calling (02) 9268 5555 (or 1800 670 812 – rural/regional callers only).

### Other websites

- Australian Human Rights Commission <http://www.humanrights.gov.au/>
- NDIS Family and Carer Support <http://www.ndis.gov.au/understanding/families-and-carers>
- Information and Privacy Commission [http://www.ipc.nsw.gov.au/privacy/ipc\\_index.html](http://www.ipc.nsw.gov.au/privacy/ipc_index.html)