

Grievances and Complaints

Easy Read Version



CODE	VERSION	NAME	DATE CREATED	APPROVED BY	DATE REVIEWED
PSER03a	1.0	Grievances & Complaints - Easy Read Policy	24/04/2024	CEO	

About this document



This information is written in an easy read way. We use pictures to explain some ideas.



You can ask for help to read this *Grievances & Complaints* booklet. A friend, family member or support person may be able to help you.

Bold
Not bold

We have written some important words in **bold**, which means the letters are thicker and darker.

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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**.

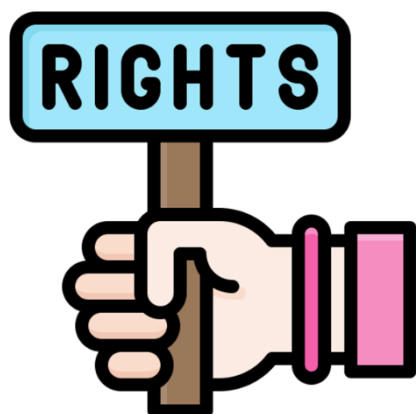


Anyone can make a complaint including family members and support workers.

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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.

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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 St Michael’s will make sure that:

- what you say is being kept a **secret**.

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How to make a complaint



If you think there is a **problem** or you are **unhappy** about something. You can make a complaint.



Talk to **us first** and ask to make a complaint.



If you don't feel comfortable talking to your support provider, you can ask an **advocacy organisation** or **someone you trust** to help you.

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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.

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Who can I ask for help?



If you would like help to make a complaint you can call:



NDIS Quality
and Safeguards
Commission

NDIS Quality and Safeguards Commission

1800 035 544



Advocacy Tasmania

1800 005 131 (Freecall)

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Contact Us

If you have any questions, you can contact St Michael's by:



- **telephone** – (03) 6331 7651



- **email** –
feedback@stmichaels.asn.au



- **letter** – 22 Hoblers Bridge Road
Newstead, Tasmania 7250



- **online form** –
stmichaels.asn.au



- **asking a staff member**

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