

Feedback



OUR AIMS

ERR aims to constantly review and improve its service and work environment. Your feedback is important to achieve this aim.

ERR aims to provide an environment in which any service user, staff member, volunteer, student, visitor to ERR and member of the community can provide feedback and make a formal complaint without fear of retribution.

ERR aims to resolve any issues that arise at an informal level and resolve them promptly, before they become a formal complaint. For formal complaints, ERR has Feedback and Complaint Policy and Procedures to ensure complaints will be dealt with in a professional, respectful, impartial and timely manner.

GIVING US FEEDBACK

Sometimes all it takes to resolve an issue is to talk to the person directly. This could include feedback, suggestions or requests about services or resources, OH&S/health and safety, communication, training and support, or vehicles and equipment.

If you think your feedback does not fall into any of these categories or it is of a more serious nature, we encourage you to make a formal complaint.

Information on how to make a formal complaint can be found in this brochure under MAKING A FORMAL COMPLAINT.

Your Rights & Responsibilities



YOUR RIGHTS

Everyone has the right to make a complaint and have it investigated.

Complainants have the right to be heard and represent their complaint.

No person giving feedback or making a formal complaint should fear any form of retribution.

ERR will deal with complaints in a professional, respectful and impartial manner.

ERR will treat all complaints and information provided with confidentiality and only disclose information for the purpose of resolving the complaint.

ERR will acknowledge and respond to all complaints in a timely manner and inform complainant of outcome and actions taken.

ERR will support and provide information should a complainant not be satisfied with the outcome.

YOUR RESPONSIBILITIES

Let us know if you are unable to make a link with a worker that has already been arranged.

Behave in a way that respects the rights of other people with a disability & staff.

Take responsibility for results of any decisions you make.

Cooperate with ERR staff to enable them to provide a good service.



Bringing People Together

Eastern Respite & Recreation

Suite 601, 806-812 Anzac Pde
MAROUBRA NSW 2035
Ph: (02) 8347 7000
Fax: (02) 9349 4800

www.easterntrespit.com.au

Feedback and Complaints

Do you have feedback on how we can improve our services?

Are you worried about something but haven't said anything about it?

Do you have concerns about the service you are receiving?

Do you feel you have been treated unfairly?

If so, ERR would like to hear from you!

This brochure gives you an overview of how to give us feedback and make a complaint.



More information can be found in our Feedback and Complaint Policy and Procedures, which can be downloaded from our webpage or obtained from any ERR staff.

Making a Formal Complaint



These steps outline how you can make a formal complaint and how ERR will manage this complaint.

1. Complete a Complaint Form:

You can get a complaint form from ERR staff or simply download it from the ERR website. You can ask an advocate to help you with this.

2. Lodge the Complaint:

Forward the completed Complaint Form to ERR staff by mail or in person. This can be the relevant Coordinator or a Manager if the complaint is about a Coordinator.

If the complaint is about the CEO, you can forward your complaint Form to the Management Committee.

3. Acknowledgement & Registration:

ERR will call you to confirm the receipt of your complaint. Within 3 days ERR will send you an acknowledging letter outlining who is responsible for dealing with your complaint.

Internally, your complaint will be registered in the ERR Complaints Register.

4. Investigation & Actions:

ERR will allocate an appropriate staff member/person to investigate your complaint. The investigation begins immediately. Any information gathered will be added to your Complaint Form.

Making a Formal Complaint



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The investigation may include:

ERR staff contacting you to get more information or clarification.

ERR staff talking to other people involved in the complaint.

ERR staff setting up a meeting to discuss the complaint with all people involved.

5. Advice and Finalisation:

ERR aims to resolve your complaint within 28 days. ERR will send you a Response Letter once your complaint has been resolved, outlining the actions taken.

6. Internal Appeal:

If you are not satisfied with the outcome of your complaint and the actions taken to resolve the issue, you can lodge an Appeal with the CEO. This needs to be in writing and within 7 days after receiving the Response Letter.

The CEO will re-investigate and make a final decision. The CEO will inform you in writing of this decision within 28 days of your Appeal.

If you are not satisfied with how your complaint and internal Appeal has been resolved, you can contact an independent government organisation to support you with further steps. (see External Appeal Contacts)

External Appeal Contacts



NSW Ombudsman

Toll free: 1800 451 524

TTY: (02) 9264 8050

TIS: 131 450

Fax: (02) 9283 2911

W: www.ombo.nsw.gov.au

E: nswombo@ombo.nsw.gov.au

NSW Community Services Commission (CSC)

An independent government organisation overseeing community services in NSW. It handles complaints of 'unreasonable conduct' by: *Community Services (formerly DOCS)*, *Ageing, Disability and Home Care (ADHC)*, *Non-Government services that receive funding from these agencies.*

T: (02) 9384 4999

Toll Free: 1800 060 409

Fax: (02) 9384 4948

TTY: (02) 9384 4984

Human Rights and Equal Opportunity Commission (HREOC)

Hotline: 1300 656 419

Direct: (02) 9284 9600

F: (02) 9284 9611

E: paffairs@humanrights.gov.au

W: www.hreoc.gov.au

NSW Industrial Relations Commission

Unfair Dismissal

T: (02) 9258 0866

E: nswirc@agd.nsw.gov.au

For Occupational Health & Safety

Ring WorkCover NSW

T: (02) 4321 5000