

Compliments, Suggestions and Complaints

MDNSW VALUES FEEDBACK FROM CLIENTS AND OTHER EXTERNAL STAKEHOLDERS. COMPLAINTS ARE AN ESSENTIAL PART OF OUR IMPROVEMENT PROCESS. WE WILL MAKE EVERY EFFORT TO ENSURE THAT THE COMPLAINT IS RESOLVED TO THE SATISFACTION OF EVERYONE INVOLVED.

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

- Treat you with respect
- Improve your experience working with our organisation
- Identify the cause of the issue that led to the complaint
- Tell you what to expect while your complaint is being handled
- Carry out the complaint process in a fair and open way
- Provide reasons for the decisions that are made
- Make improvements so that the reason for the complaint does not happen again
- Protect your privacy

WHAT KIND OF FEEDBACK CAN I GIVE?

A COMPLAINT

A complaint is feedback you give us if you are unhappy with our service and would like an issue resolved.

A SUGGESTION OR COMPLIMENT

A suggestion or compliment is an opportunity for you to share a comment, opinion or a way to improve our service, and you do not need a resolution in return.

AN ENQUIRY

An enquiry is where you have a particular question regarding our services and you would like us to address your queries.

WHO CAN MAKE A COMPLAINT?

Clients may make a complaint directly or with support from a family member, friend or advocate.

Anonymous complaints will be accepted and also investigated as far as possible. MDNSW staff who have complaints, including concerns relating to a client's welfare, should refer to our Grievances Policy.

WHAT CAN I MAKE A COMPLAINT ABOUT?

You can make a complaint to MDNSW about any aspect of its business or the services it provides.

WHO DO I MAKE A COMPLAINT TO?

Complaints should generally be addressed to the coordinator responsible for the client's care. If the complaint is about the coordinator it should be addressed to their manager.

The onus is on MDNSW to ensure that the complaint reaches the correct person. Any staff member receiving a complaint must assist in ensuring it is passed on to the correct contact for management.

You have the opportunity to nominate the person you want as the key contact regarding the complaint.

CRIMINAL MATTERS

Allegations of abuse or other criminal activities, such as theft, should be reported to the police.

CHILD PROTECTION

Suspected 'risk of significant harm' to children and young people should be reported to the **Child Protection Hotline** by calling **132 111**.

HOW DO I MAKE A COMPLAINT?

Complaints can be made in a number of ways including:

- In person or letter addressed to:
Muscular Dystrophy Association of NSW
PO Box 1365
Meadowbank NSW 2114
- Email: feedback@mdnsw.org.au
- Phone: (02) 9809 2111 or Freecall 1800 635 109
- Website: www.mdnsw.org.au/contact-us/ using the online **Feedback and Complaints Form**.

We can help you if you need assistance in making a complaint and work with you to identify your desired goals. For example, we can organise an interpreter if you need one at no cost to you. You can call the Telephone Interpreter Service on 131 450.

There are other external agencies that may be able to give you advice or assist you in making a complaint. These include the **NSW Ombudsman** and the **National Disability Abuse and Neglect Hotline**.

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
- who will deal with the complaint
- what will happen next, such as when you are likely to be contacted again.

MDNSW will ensure that there are no negative repercussions for you in making a complaint such as reducing or cancelling any ongoing or new services to you unless required by law.

You will receive an acknowledgement within three business days, either by telephone or in writing, that your complaint has been received.

If the complaint is simple then it may be resolved immediately. If our staff need to make further enquiries, it may take a few weeks to resolve. However we will aim to respond to you within 21 working days of receipt of the complaint. Where the complaint is about a more difficult matter it may take longer to resolve.

We will inform you of the progress on a regular basis.

You may wish to raise any ongoing problems or concerns at this time.

Sometimes it may not be possible for a complaint to be resolved completely. If this is the case, MDNSW staff will work with you to look at other options to address your issues. MDNSW staff 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?

You have the right to request a review of the decisions made during this process.

YOU CAN TAKE THE FOLLOWING STEPS TO FURTHER REVIEW YOUR COMPLAINT:

1. Discuss any concerns with the coordinator who conducted the review.
2. If you are unhappy with the outcome for this discussion, you can send a written request for a formal MDNSW review of any relevant decisions, clearly outlining your concern and desired outcome. MDNSW will arrange an internal review with an independent coordinator.
3. If you are still unhappy with the outcome, you can request a special review from the MDNSW CEO. This request must be in writing and must clearly outline the special circumstances that indicate there is a need for further review including the area of concern and desired outcome. The CEO will determine if further review is warranted, and if so, how the review will occur. This may involve Senior MDNSW staff or external experts depending on the nature of the request.
4. If you are still unhappy with the all of the above procedures, you can seek assistance from external parties including:

Ombudsman Office (NSW)

Level 24, 580 George St, Sydney 2000
Phone: (02) 9286 1000
TTY: 133 677
Toll Free: 1800 451 524
Email: nswombo@ombo.nsw.gov.au
Web: www.ombo.nsw.gov.au

Australian Human Rights Commission

Level 3, 175 Pitt Street, Sydney NSW 2000
GPO Box 5218, SYDNEY NSW 2001
Phone: (02) 9284 9888
Complaints Infoline: 1300 656 419
TTY: 1800 620 241
Email: complaintsinfo@humanrights.gov.au

Anti-Discrimination Board (NSW)

Level 4, 175 Castlereagh Street, Sydney NSW 2000
PO Box A2122, Sydney South NSW 1235
Phone: (02) 9268 5555
TTY: (02) 9268 5522
Email: complaintsadb@agd.nsw.gov.au

Family & Community Services, Ageing, Disability & Home Care

Level 5, 83 Clarence Street, Sydney NSW 2000
Phone: (02) 9377 6000
TTY: (02) 9377 6167
Email: servicembx@fac.nsw.gov.au
Web: www.adhc.nsw.gov.au

**Multicultural Disability Advocacy
Association (MDAA)**

10-12 Hutchinson St,
Granville NSW 2142
PO Box 884 Granville NSW 2142
Phone: (02) 9891 6400
National Relay Service: 133 677
Toll Free Phone: 1800 629 072
Telephone Interpreter Service: 13 14 50
Email: mdaa@mdaa.org.au
Web: www.mdaa.org.au

Disability Complaints Service

52 Pitt Street, Redfern NSW 2016
Phone: 02 9370 3100
Toll Free: 1800 422 015
TTY: 02 9318 2138
TTY Toll Free: 1800 422 016
Email: pwd@pwd.org.au

WILL MY COMPLAINT BE KEPT CONFIDENTIAL?

MDNSW is committed to resolving complaints in an ethical, confidential, timely, transparent and fair way.

We view feedback and complaints as a positive opportunity to improve the quality of our services and operations.

Complaints are treated confidentially. Only staff or third parties directly involved in resolving the complaints will be communicated with and no information will be shared or discussed within or outside the organisation. We will not provide any details about yourself or the complaint until you have given your consent for the purpose of resolving the complaint.

The CEO is required to report to the MDNSW Board of any complaints and feedback during regular Board meetings. If you wish your identity to be kept confidential, please advise us and we will respect your wishes.

**WHO HAS INPUT INTO THE DEVELOPMENT OF THE
COMPLIMENTS, SUGGESTIONS AND COMPLAINTS POLICY?**

MDNSW values your input into all our policies and welcome your feedback on how we can improve our Compliments, Suggestions and Complaints Policy.

We will report the outcomes of your input back to you and advise the changes that have been made to our Compliments, Suggestions and Complaints Policy as a result.