

Compliments Suggestions & Complaints

MDNSW values all feedback from clients, members and other stakeholders. Complaints are an essential part of our improvement process. We will make every effort to ensure that complaints are resolved to the satisfaction of everyone involved as quickly as possible.

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

- Listen to your concerns
- Treat you with respect
- Identify the cause of the issue
- Tell you what to expect while your complaint is being handled
- Keep you updated if the complaint is taking time to resolve
- Carry out the complaint process in a fair and open way
- Provide answers 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?

All feedback is welcome. Complaints and suggestions help us improve our services and processes, which is beneficial to all our clients.

And compliments help us know what we are doing well.

WHO CAN MAKE A COMPLAINT?

Clients and members, including children and young people may make a complaint directly or with support from a family member, friend or advocate. Family members, advocates can also give feedback or make a complaint.

Anonymous complaints are also accepted and investigated as far as possible with the information provided. MDNSW staff who wish to make a complaint should refer to our Grievances Policy.

Compliments Suggestions & Complaints

WHAT CAN I MAKE A COMPLAINT ABOUT?

You can make a complaint at any time to MDNSW about any aspect of our business or services.

You have the right and freedom to give positive and negative feedback about all aspects of your supports and services and expect to see improvements as a result.

You also have the right to independent advice and support to provide feedback or make a complaint when you need it.

WHO DO I MAKE A COMPLAINT TO?

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

MDNSW will 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 option to nominate a person you know 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.

NDIS COMMISSION

Anyone in New South Wales can make a complaint to the NDIS about an NDIS provider. Phone: 1800 035 544

Compliments Suggestions & Complaints

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
Studdy MS Centre
80 Betty Cuthbert Drive
Lidcombe NSW 2141
- Email: feedback@mdnsw.org.au
- Phone: (02) 9888 5711 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 outcome.

We can organise an interpreter if you need one at no cost to you. You can call the:

- Telephone Interpreter Service on 131 450

If you have a hearing, speech or communication impairment, call the National Relay Service:

- TTY 133 677

There are other external agencies that may be able to give you advice or assist you in making a complaint. These include the **NDIS Commission, Commonwealth Ombudsman** and the **National Disability Abuse and Neglect Hotline**; contact details are on Page 5 of this policy.

WHAT HAPPENS ONCE I MAKE A COMPLAINT?

When you make a complaint we will let you know:

- Who, at MDNSW, will handle the complaint
- What will happen next, and 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 3 business days, either by phone or email, that your complaint has been received.

Compliments Suggestions & Complaints

If possible, we may attempt to resolve the complaint 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 days (3 weeks) of receipt of the complaint.

Where the complaint is about a more complex matter it may take longer to resolve. We will update you of the progress on a regular basis.

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 General Manager (GM). 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 GM 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 process, you can seek assistance from the external bodies listed on the next page.

Compliments Suggestions & Complaints

External complaints

NDIS Commission

Phone: 1800 035 544

TTY: 133 677

Web:

[ndiscommission.gov.au/participants/complaints](https://www.ndiscommission.gov.au/participants/complaints)

National Disability Abuse and Neglect Hotline

1800 880 052

Anti-Discrimination Board (NSW)

Level 7/10 Valentine Avenue,

Parramatta NSW

PO Box W213, Parramatta Westfield
NSW 2150

Phone (02) 9268 5555

Toll free 1800 670 812

Email:

complaintsadb@agd.nsw.gov.au

Australian Human Rights Commission

Level 3, 175 Pitt Street, Sydney NSW 2000

GPO Box 5218,

SYDNEY NSW 2001

Phone: (02) 9284 9600

Complaints Infoline: 1300 656 419

TTY: 1800 620 241

Email: infoservice@humanrights.gov.au

Commonwealth Ombudsman Office

Suite 2, level 16, 580 George Street

Sydney NSW 2000

Phone: 1300 362 072

TTY: 133 677 then ask for 1300 362

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Web: www.ombudsman.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 Rights Information Service

Tower 1, Level 10, 1 Lawson Square

Redfern NSW 2016 Australia

PO Box 666, Strawberry Hills

NSW 2012 Australia

TTY: 1800 422 016

Email: dris@pwd.org.au

Web: www.pwd.org.au

WILL MY COMPLAINT BE KEPT CONFIDENTIAL?

All complaints are treated confidentially. If you nominate someone to handle the complaint on your behalf, we will confirm this with you before dealing with them. We will not provide any details about yourself or the complaint until you have given your consent.

The General Manager reports to the MDNSW Board on complaints and feedback during Board meetings, where confidentiality is maintained.

Compliments Suggestions & Complaints

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.