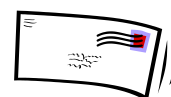


*NOTES: An Easy English version of this policy is on the next page.
If you require this policy in another format please contact the VALID office.*

- a. If a VALID client is unhappy with the advocacy or other VALID's service they should first speak to their advocate or staff member about their complaint and what they would like to see happen. It is best if this is in writing and on a VALID form.
 - o Often when this happens - the VALID advocate/staff member and client can continue working together. The complaint is sorted out.
 - o Where the client still has a complaint, then the CEO will take charge of the complaint for VALID as per
 - o Where the person who has a complaint or concern is a VALID staff member or VALID volunteer, they can choose to use either this process or the Staff Grievance Process outlined in the Operational Policies Section 2.3.4 instead of this process.
- b. VALID will try its best to have the complaint dealt with quickly and fairly and the VALID CEO will keep the client up to date about what is happening to sort out the complaint.
- c. The CEO will contact the client within 48 hours of getting the complaint and will check the details and explain again how VALID will try to get the complaint sorted out.
- d. If the client wants an advocate who is independent of VALID during this process, the Executive Officer will help the client to obtain one.
- e. If the client is not raising the complaint directly with their VALID advocate or staff member they may make the complaint directly to the CEO, or at any time, they may take the complaint to the Disability Services Commissioner (DSC) or other relevant complaints body.
- f. When VALID has tried its best to settle the complaint it will tell the client what it has done and may have a meeting about this. VALID will also put this in a letter.
- g. The letter will also tell the client/staff member that if they are still unhappy and the complaint is not settled, that they may go to the relevant complaints body e.g. DSC or NDIS Quality & Safeguards Commission (QSC). The contact information for the QSC and other places which can assist with complaints will be included in the letter.
- h. If the client believes the complaint has been sorted out, they will be asked to sign a form which VALID will keep for its records, and a copy will also be given to the client.
- i. Someone from VALID will ring the client a few months after the complaint has finished, to check that everything is still OK. This is another chance for VALID to improve its services.
- j. Every year the CEO will write a report to the Disability Services Commissioner explaining what complaints VALID has received and the results of each complaint.

VALID Contacts

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SPEAKING UP ABOUT YOUR CONCERNS

IF YOU



have a problem

or



are unhappy
about **VALID** services



It's okay



to talk to



**Family/
Advocate**



Key Worker



Coordinator



**NDIS Quality
and Safeguards
Commission**



to sort it out, so you are happy