

COMPLAINTS



This document has been developed to help everyone understand the complaints process and their right to make 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.



YOUR RIGHTS

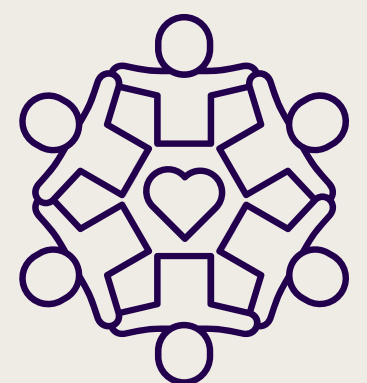
WE WILL MAKE SURE THAT

- 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.



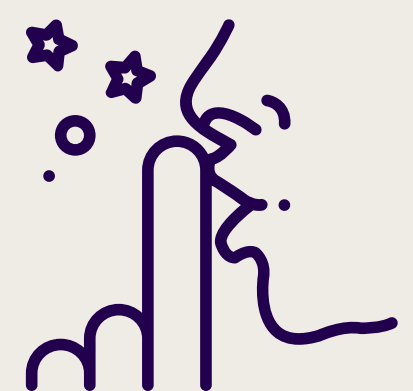
You have the right for your complaint to be treated equally to all other complaints no matter

- who you are
- where you live
- what your gender is
- 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, TOORA WILL MAKE SURE THAT

- what you say is being kept a **secret**
- your complaint will not reduce the support you get from Toora
- we handle your complaint as quickly as possible.



HOW TO MAKE A COMPLAINT

- **Write down** what has happened so that you can remember clearly.
- Write down as much as you can remember to help with the complaint.



SEEKING HELP

If you are not sure how to make a complaint or you are feeling worried:



- You can talk to one of our staff members who you know and trust.
- You can talk to someone you can trust, such as a family member.
- You can ask that person to help you to make the complaint if you don't feel happy making the complaint yourself.

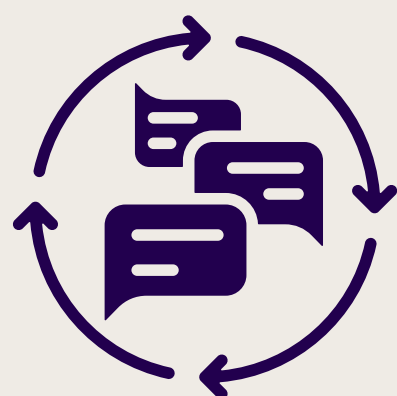
WHO TO MAKE A COMPLAINT TO

- You can make a complaint by speaking to or by writing a letter to:
 - the staff member you were with at the time
 - the boss of that staff member
 - a Case Coordinator
 - a Manager, Director or the Toora CEO
 - our Safeguarding Officer.
- You can write a complaint and send it to PO Box 4038, Weston Creek ACT 2611.
- You can call and make a complaint on 02 6122 7000.
- You can email a complaint to governance@toora.org.au.
- If you are at Lesley's Place, you can fill out a feedback form from the lounge room. You can then give the form to a Toora staff member or slip it under their door.
- If you don't want us to know who made the complaint, you can make a secret complaint through the form linked on the website <https://www.toora.org.au/contact-us/your-feedback/>



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.

