

## Information about making a complaint

All clients, carers, staff and other interested parties are encouraged to let ALARA know what they think of ALARA services and supports. Positive feedback, complaints and comments are all welcome.

### Why give feedback?

ALARA relies on feedback about the services provided. This information assists ALARA to:

- Find out what people appreciate and like about the services.
- Find out what parts of the service people are not satisfied with.
- Improve our services to meet the needs of clients, carers and other interested parties.
- Ensure quality services continue to be developed, provided and maintained.

### Making a complaint

If you have a complaint about an issue that can be resolved immediately and addressed locally by your Coordinator you are encouraged to raise this issue directly with them or the Manager of the area that the concern relates to. You can do this by calling (07) 38170600, emailing your Coordinator directly or via [alara@alaraqld.org.au](mailto:alara@alaraqld.org.au). Feedback can also be provided by our website [www.alaraqld.org.au](http://www.alaraqld.org.au).

This is referred to as a Stage One complaint. The Coordinator or Manager who log the complaint will investigate and provide feedback about how your complaint or concern is being addressed. For most matters this will occur within two working days unless the information required to address your complaint has to be sourced externally. If you raise a concern with a Support Worker they are required to bring this to the attention of their Coordinator so that the matter can be addressed.

If you are not satisfied with the how your complaint or concern is managed locally then you are encouraged to use our formal complaints process by completing a Complaints form. Your complaint will be dealt with by the relevant member of the management team who will be appointed to undertake the investigation and to resolve the matter. This is referred to as a Stage Two Complaint. Assistance with completing the form can be provided if required. You should expect acknowledgement of your complaint verbally or in writing in two working days and the majority of matters will be resolved within a fortnight. If the matter is very complex, requiring extensive investigation or involves a number of people or agencies, investigation and resolution may take longer. In this instance the person investigating your complaint will provide regular updates on the progress being made and an anticipated timeframe for resolution.

Matters that cannot be resolved at this level are referred to the Executive Manager (Stage Three). If the complainant is not satisfied with the outcome of their complaint at this level the matter can be referred to the Board of Management (Stage Four).

While the person making the complaint is not required to provide their name and contact details we may not be able to fully investigate the complaint if we are unable to contact you to clarify any matters or obtain further information you have provided. We will also be unable to provide you with feedback and ensure that you are satisfied with the resolution.

Certain serious complaints including allegations of serious negligence, physical, sexual, verbal abuse and criminal acts. will automatically be dealt with through the formal complaints process (Stage Two).

Acts of a criminal nature will be referred to the appropriate authorities for investigation. Clients and carers should be aware that there is mandatory reporting of certain serious complaints or incidents to relevant authorities and to the funding body.

#### **Remember:**

- At any time the person making a complaint can have an advocate, interpreter or support person present and involved in any meetings, discussions or negotiations.
- All concerns and complaints are managed confidentially and the person making the complaint is not penalised for expressing their concerns.
- It is a right of every client, carer or other person to express concerns, make complaints and have these addressed promptly without fear of retribution.
- ALARA follows the organisation's Complaints Management and Resolution Policy and Procedures when investigating and responding to all complaints.

### **Finding an Advocate**

Every person has the right to an advocate if they need one. An advocate is someone who represents your needs to a third party (e.g. to ALARA) by promoting, protecting or defending your welfare and justice. Below is a list of several advocacy organisations that provide individual advocacy.

#### **Ipswich Regional Advocacy Service**

An Advocacy Service for people with a disability and carers in the Ipswich West Moreton region.

Phone: (07) 3281 6006

Email: [idas7@bigpond.com](mailto:idas7@bigpond.com)

#### **Queensland Aged and Disability Advocacy Inc. (QADA)**

This service supports client's rights in Home and Community Care (HACC) services such as ALARA QLD Limited.

Phone: 1800 818 338

#### **Carers Qld**

Carers Queensland provides carers with information and services to support them in their caring role.

Phone: 1800 242 636

#### **Ethnic Communities Council of Queensland (ECCQ)**

This network assists with advocacy for people of a non-English speaking background.

Phone: (07) 3844 9166

### **External Complaints Agencies**

If you believe ALARA has not dealt with your complaint properly or at any time during the process you also have the option of contacting any of the following external parties to help resolve your complaint.

#### **The Regional Complaints Officer at Disability Services Queensland**

Phone: (07) 3280 1914

#### **Disability, Communities and Child Safety Complaints Unit**

Write to: GPO Box 806, Brisbane Qld 4001

Freecall: 1800 080 464

Email: [feedback@communities.qld.gov.au](mailto:feedback@communities.qld.gov.au)

#### **National Disability Insurance Scheme**

Phone: 1800 800 110 TTY: 1800555677

Online: <https://www.ndis.gov.au/>

#### **Aged Care Complaints Commissioner**

Phone: 1800 550 552

#### **Australian National Disability Abuse and Neglect Hotline**

Freecall: 1800880052 TTY: 1800301130