

# Making a Complaint and Understanding the Complaints Process.



At *focus* we are committed to quality service delivery, however we realise that from time to time we may not always meet people's expectations and/or make mistakes. We welcome all of your feedback and view it as an opportunity to examine and improve our performance, and we wish for families to feel comfortable about making a complaint. No one will be disadvantaged as a result of registering a complaint.

## How do I make a Complaint?

If you wish to express your dissatisfaction with our services, you can:

- Lodge your complaint in person at *focus* Head Office
- Phone *focus* reception where you will be redirected to the appropriate person
- Email us at [feedback@focuslife.com.au](mailto:feedback@focuslife.com.au)
- Complete an online form under Contact Us on our website [www.focuslife.com.au](http://www.focuslife.com.au)
- Speak to any *focus* staff member who will assist.

## *focus* Approach to Complaints

It is *focus* policy that all people who use our services and their families have the right to:

- Complain and provide feedback without fear or discrimination
- Use an advocate or representative when seeking resolution or making a complaint
- The provision of an interpreter if required
- Have their views respected
- Having their complaints handled sensitively, objectively, promptly and confidentially
- Continue to receive services or work until the dispute is settled or resolved
- Take their complaint directly to the Disability Services Commission if they don't feel comfortable bringing their complaint to *focus* to resolve.

## The role of the Disability Services Commissioner

A person with a disability, family member or concerned party can lodge a complaint with the Disability Services Commissioner at any time. Under the *Disability Act 2006*, the Disability Services Commissioner has a broad range of functions related to complaints about disability services and conciliation of complaints.

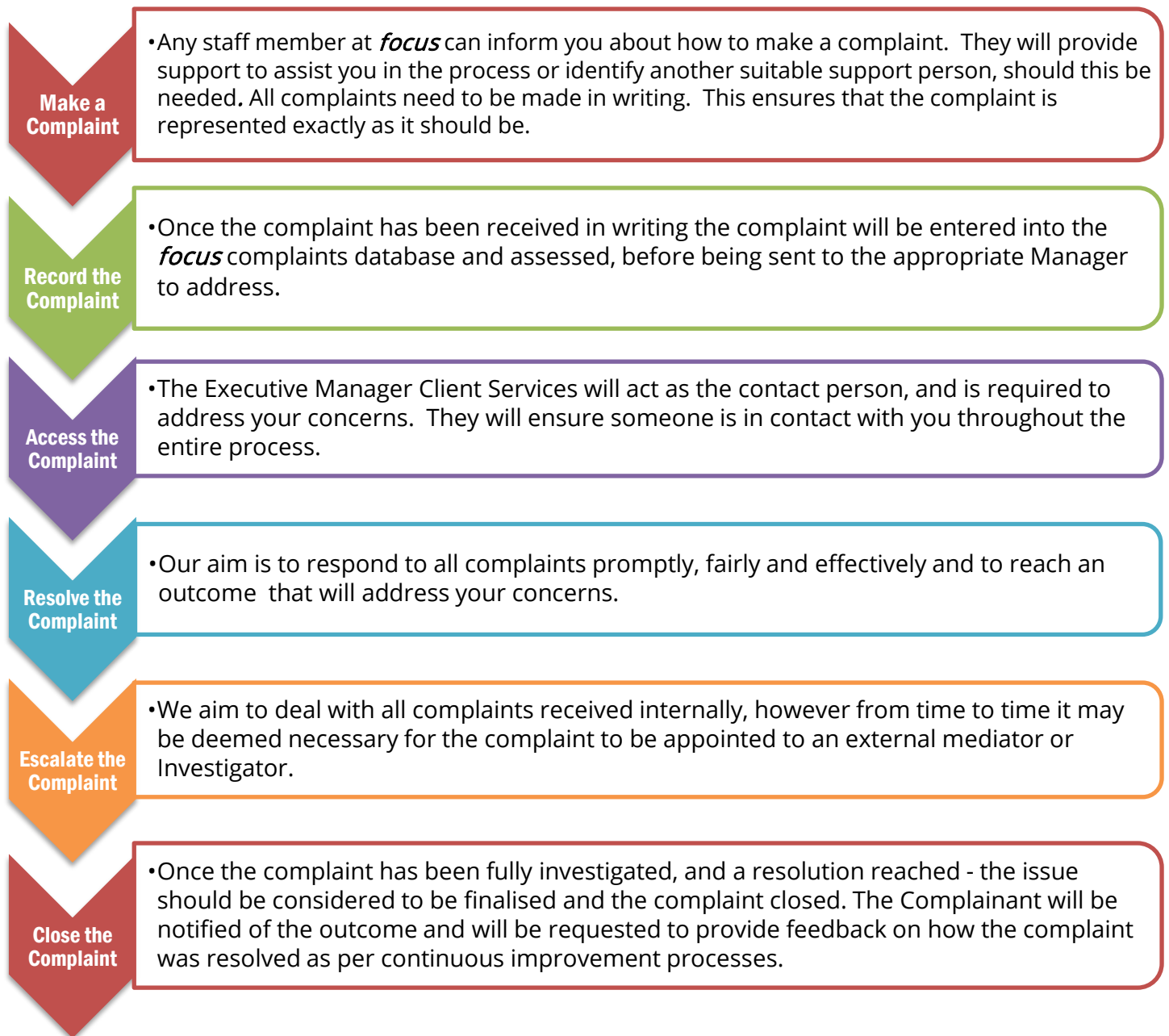
The Disability Services Commission encourages and assists the resolution of complaints in a variety of ways including:

- facilitating discussions and agreements
- providing advice
- conciliation processes
- formal investigation

The Disability Services Commission is independent of government, the Department of Health and Human Services and Service Providers.

## The Complaint process?

The below diagram outlines how your complaint will be handled and processed



## Quality Review of Complaints

*focus* is committed to continually improving the quality of its services. Managing complaints justly, effectively and proficiently is in the best interests of all concerned, and may lead to:

- improved services and better outcomes for all people served
- an apology, explanation or investigation
- a policy or procedure review and/or change
- the identification of issues and emerging trends within the organisation

In order for *focus* to attain its goal of continual Quality Improvement, all complaints will be reviewed and analysed regularly by the CEO and the Executive Team. This will allow the identification of any areas of service provision or policy that may require change.