






Complaints & Feedback




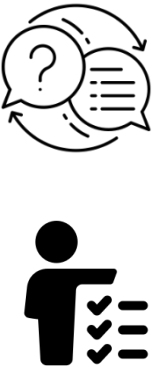
This document explains Cahoots **Complaints & Feedback Policy**





A policy tells you **HOW** and **WHY** we do things




When you see the word **we** or **us** in this document it means **Cahoots**

	<p>This policy tells you</p> <p>How you can make a complaint</p> <p>What we do to fix it</p> <p>How you can give us feedback</p>
	<p>Who is this policy for?</p> <p>It is for you and your family or your decision makers</p>
	<p>A complaint is when</p> <p>You are not happy about something</p> <p>and</p> <p>You tell someone</p>
	<p>It is important that we know</p> <p>When there are problems</p> <p>or</p> <p>If you are not happy with the services you use</p>
	<p>It is always ok to speak up</p> <p>You will not get in trouble for</p> <p>Making a Complaint</p>

	<p>When you make a complaint we can</p> <p>Learn how to make our services better</p> <p>and</p> <p>Make sure you and others are safe</p>
	<p>When you tell us a complaint</p> <p>You do not have to tell us your name</p> <p>This is called an anonymous complaint</p>
	<p>Sometimes you need someone to help you make a complaint, like</p> <p>Someone in your family</p> <p>Your guardian</p> <p>Another person you trust</p>
	<p>Sometimes you might want to use an advocate</p> <p>An advocate is a person who is</p> <ul style="list-style-type: none"> • Independent and on your side • Will work with you to help you speak up for yourself <p>We can give you a list of Advocates</p>
	<p>You can also tell us about</p> <ul style="list-style-type: none"> • How well we are doing • What you like we are doing <p>and</p> <ul style="list-style-type: none"> • Your ideas about what else we can do <p>This is called feedback</p>

	<p>How you can make a complaint or give us feedback</p> <ul style="list-style-type: none"> • Tell any Cahoots worker or leader • Send us an e-mail at info@cahoots.org.au • Telephone us on 1300 103 880 • Complete the website Cahoots Feedback and Complaints Form
	<p>When we are handling your complaint, we will</p> <p>Listen carefully and respect your views</p> <p>Be culturally sensitive</p> <p>Protect your privacy</p> <p>Work with you to help sort out the problem</p>
	<p>Please tell us if you need</p> <p>An interpreter</p> <p>someone who speaks your language, or</p> <p>Information in a different format.</p>
	<p>What happens after you make a complaint?</p> <p>We will let you know that we got your complaint</p> <p>We will work with you to sort out the problems</p> <p>We will not talk to anyone who was not involved</p> <p>but</p> <p>Sometimes we do need to tell other people about your complaint</p> <ul style="list-style-type: none"> • If the law tells us to <p>and</p> <ul style="list-style-type: none"> • To keep you or someone else safe

	<p>How long will it take?</p> <p>If your complaint is easy to fix, it should be fixed straight away</p> <p>If it is a big complaint, it might take longer</p> <p>We will tell you what is happening and how long it might take</p>
	<p>If we couldn't fix your complaint, it will</p> <p>Go to the person in charge of Cahoots, the CEO</p> <p>The CEO will try and fix your complaint</p>
	<p>If you are still not happy you can</p> <p>Call the NDIS Commission on 1800 035 544</p> <p>Complain online at the NDIS Commission website NDIS Complaint Contact Form</p> <p>or</p> <p>Call the Health and Disability Services Complaints Office (HaDSCO) on 1800 813 583</p> <p>Complain online at HaDSCO Complaint Form</p> <p>The NDIS Commission or HaDSCO will work with us to fix your complaint</p>
	<p>We keep records</p> <p>We keep a record of your complaint or feedback in our Complaints and Feedback Register</p> <p>We record</p> <ul style="list-style-type: none"> • What your complaint was • If we fixed it. How we fixed it • If we could not fix it. Why we couldn't fix it? What else we can do to help fix it

 	<p>What if you want to make a complaint about abuse?</p> <p>Abuse is when someone hurts you</p> <p>Abuse is never ok</p> <p>It could be by</p> <ul style="list-style-type: none"> • Physical abuse - hurting your body • Emotional abuse – hurting your feelings or threatening you • Financial abuse – taking or controlling your money • Sexual abuse – does something to you in a sexual way that is not ok • Neglect - not looking after you properly
	<p>How to report abuse</p> <ul style="list-style-type: none"> • You should get help <p>and</p> <ul style="list-style-type: none"> • Report any abuse to the Police as soon as possible <p>or</p> <ul style="list-style-type: none"> • You can tell us • We have rules in place that help you

You can request the **Cahoots Complaints and Feedback Policy** by contacting us

Send us an e-mail at info@cahoots.org.au

Telephone us on 1300 103 880