



COMPLAINTS RESOLUTION / FEEDBACK

Policy

AMPARO Advocacy believes that having a good, easy to use complaints resolution / feedback policy is very important. We believe that it is important for people to be able to give feedback or to complain, and to expect AMPARO Advocacy to take your concerns seriously. We also believe that by responding to feedback / complaints AMPARO Advocacy can become a better advocacy organisation. People will not be disadvantaged in any way as a result of providing feedback or making a complaint.

What can you feedback/complain about?

You can give feedback or complain about anything you think AMPARO Advocacy, or a staff member of AMPARO Advocacy has done which makes you unhappy, you feel is unfair and/or you feel is not what AMPARO Advocacy said they would do.

Who can give feedback/complain?

Anyone in contact with AMPARO Advocacy or a family member/friend of somebody who is in contact with AMPARO Advocacy can provide feedback or make a complaint.

Making your feedback/complaint:

1. How to provide feedback/ complain?

Tell somebody at AMPARO Advocacy that you want to provide feedback or make a complaint.

- You can speak to somebody at the office.
- An interpreter will be provided to assist you if you require.
- You can ring (07) 3354 4900 or email info@amparo.org.au
- You can write a letter to **AMPARO Advocacy Inc.**
PO Box 2065, Brookside Centre QLD 4053

2. Who to feedback/ complain to?

This is the list of people you can contact. If possible start at the beginning of the list.

If you do not want to tell that person, go to the next person on the list. You can have someone help you (a family member/ friend) anytime you wish.

- If you feel comfortable, speak to the person directly involved with your problem.
- If you do not want to do this you can speak to the Manager
- If you do not want to speak to the Manager you can contact the President of the Management Committee.

- Ring AMPARO ADVOCACY on (07) 3354 4900 or email info@amparo.org.au and they organise for the President to contact you.

3. How AMPARO Advocacy will respond?

- **If your feedback/complaint is in writing:**
AMPARO Advocacy will write back to you within 5 working days explaining what you can do next. AMPARO Advocacy will also take note of your feedback/complaint by recording it in the feedback/ complaints register.
- **If your feedback / complaint is in person or by phone:**
We will make a record of your feedback/ complaint and explain to you in detail what you can do next.

4. What next?

- As long as the feedback /complaint is dealt with between you and the staff person concerned, and you feel happy with how your feedback/complaint has been dealt with, no one else from AMPARO Advocacy needs to get involved.
- If the complaint cannot be dealt with between you and the person concerned and you wish to involve the Manager or the President then the complaint becomes a formal one and will be registered in the complaints register. If the complaint is not about the Manager then the Manager is the next person to contact at AMPARO Advocacy office.
- The Manager will respond within 2 working days to your feedback/complaint. The Manager will talk with you about finding someone from outside AMPARO Advocacy who may be able to help you with making your complaint.
- If you are not happy with this or your feedback/complaint is about the Manager you can take your complaint to the AMPARO Advocacy President. The President will try to resolve the complaint within 7 working days.

If the complaint has not been resolved AMPARO Advocacy will provide you with information about other options. These options could include the Disputes Resolution Centre, the Queensland Human Rights Commission, Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships. Queensland Complaints Unit by phoning 1800 491 467 (free call), or the NDIS Quality and Safeguards Commission Phone: 1800 035 544 (free call from land lines).

5. What else you should know?

- You can stop this process any time you like.
- AMPARO Advocacy will provide a language or Auslan interpreter if you require
- You can ask for assistance at any stage of the complaint and AMPARO Advocacy will support you in finding an independent person
- Your feedback/ complaint will be handled confidentially and records of complaints are kept in a locked filing cabinet.
- All efforts will be undertaken to resolve the feedback/complaint within two weeks of it being received.