

Complaints and Feedback

At Mid Coast Communities we welcome feedback, good and bad. We believe that receiving positive feedback and complaints is a great way to find out what we do well (so we can do more of it) and what we don't do so well (so we can do it better).

We are committed to passing on positive feedback to our staff so they can know they are doing a great job. We're also committed to dealing fairly and effectively with complaints. We want to know what happened and why, and what can be put in place to improve our practice and the services we deliver.

Every person who uses our services has the right to give us feedback or to make a complaint

What will happen if I make a complaint?

When you give us feedback or make a complaint, the staff member receiving the feedback/complaint will listen to you respectfully and ask questions so they can fully understand the nature of the feedback/complaint.

If we have done something that has caused you concern, we will apologise for this, look into the matter and find ways that we can prevent the same sort of thing from happening again.

All feedback and complaints are reported to the Chief Executive Officer so improvements can be made to the way we deliver our services. The Chief Executive Officer also reports complaints to the Board of Governance of Mid Coast Communities. If a complaint is criminal in nature, it will be reported to the appropriate external authority for investigation.

All complaints are:

- Taken seriously
- Dealt with within a reasonable timeframe
- Kept confidential. Only parties that need to know about the complaint will be told about it
- Investigated objectively and fairly. No assumptions will be made and no action taken until all the information collected has been considered.
- Repercussion-free. No action will be taken against anyone making a complaint or helping another person to make a complaint, except where a complaint is found to be malicious or without foundation.

How do I give feedback or make a complaint?

There are several ways you can give us feedback or make a complaint.

1. Speak to the staff member who the feedback or complaint is about

If you feel comfortable, you can speak with the staff member who you are giving feedback or making a complaint about. Often matters can be quickly resolved by talking directly to the person responsible.

2. Speak to the staff member's Manager

If you don't feel comfortable speaking to the staff member involved, you can ask to speak to the person's Manager. You can do this by phoning our Coffs Harbour Office on (02) 6651 1788 or by emailing the Manager at contact@midcc.org.au

3. Speak to the Chief Executive Officer

If you don't feel comfortable speaking to the person's Manager, or if the complaint is about the Manager, you can speak to the Chief Executive Officer. You can do this by phoning our Coffs Harbour office on (02) 6651 1788 or by emailing ruththompson@midcc.org.au

4. Lodge a written complaint

If you would feel more comfortable putting your feedback/complaint in writing you can do this by marking it to the attention of the Complaints Officer and:

Emailing to: contact@midcc.org.au or

Posting to: PO Box 799, Coffs Harbour NSW 2450

You can use your own wording or you can use our Participant Complaint Form as a template.

This complaint form is available for download from our website at www.midcoastcommunities.org.au or you can ask us to send you a copy by email or in the post.

Can someone else give feedback or complain on my behalf?

Advocates

If you would feel more comfortable with someone else giving us the feedback or making the complaint you can use an advocate or someone you trust to speak on your behalf. You can contact an advocate yourself, or we can assist you to find an advocate to speak on your behalf. Some of the advocate services available on the Mid North Coast of NSW are listed at the end of this document.

Interpreters

You can use an interpreter to give us feedback or make a complaint. If you need assistance in finding an interpreter please let us know. You can also contact an interpreter service. Some of the interpreter services available on the Mid North Coast of NSW are listed at the end of this document.

What if I think my complaint hasn't been dealt with properly?

If you don't think your complaint has been dealt with by us properly, you can complain to an objective third party to assist you in resolving the complaint. The following organisations may assist you in resolving the complaint:

Commonwealth Ombudsman

Phone: 1300 362 072
Web: www.ombudsman.gov.au

Federal Government Department of Social Services

Phone: 1800 634 035
Email: complaints@dss.gov.au

National Disability Insurance Agency

Phone: 1800 800 110
Web: feedback@ndis.gov.au

NSW Department of Family and Community Services

Phone: (02) 9377 6000
Email: facsinfo@facs.nsw.gov.au

NSW Ombudsman

Phone: (02) 9286 1000 or 1800 451 524
Web: www.ombo.nsw.gov.au (online complaint form)



Advocacy Services

Below are some of the options available for accessing an advocate in NSW. If you can't find what you are looking for please contact us for assistance on (02) 6651 1788 or by email at contact@midcc.org.au.

Disability Advocacy NSW

Phone: (02) 4927 0111 or 1300 365 085

Email: da@da.org.au

Web: www.da.org.au

The Intellectual Disability Rights Service

Phone: (02) 9318 0144 or 1800 666 611

Email: info@idrs.org.au

Web: www.idrs.org.au

Synapse (The Brain Injury Association of NSW)

Phone: (02) 9868 5619 or 1800 673 074

Web: www.synapse.org.au/

Interpreter Services

Below are some of the options available for accessing an interpreter in NSW. If you can't find what you are looking for please contact us for assistance on (02) 6651 1788 or by email at contact@midcc.org.au

Multicultural NSW

Phone: (02) 8255 6767 or 1300 651 500

TTY: (02) 8255 6758

Email: contact@multicultural.nsw.gov.au

Web: www.multicultural.nsw.gov.au/

Translating and Interpreter Service

Phone: 1300 132 621 or 131 450

Email: interpreters@border.gov.au





Web: www.tisnational.gov.au/





The Deaf Society

Email: deafsocietynsw.org.au/contact

Web: www.deafsocietynsw.org.au/

Feedback and Complaints Form

Please complete this form and send it to us	By Email	contact@midcc.org.au
	By Post	Mid Coast Communities Attention Complaints Officer PO Box 799, Coffs Harbour, NSW, 2450
Your name (First name and last name)		
Date completed		
Your phone number 		
Your mobile phone number 		
Your email address 		
Your postal address 		
Is someone else helping you to give feedback or make a complaint	Name	
	Phone number	
	Postal Address	
	Email Address	
	Relationship to you (Family member/ Advocate/other)	

<p>Tell us what made you happy</p> 	
<p>Tell us what made you unhappy</p> 	
<p>What would you like to happen?</p> 	
<p>Have you spoken to anyone else at Mid Coast Communities about your complaint? (Yes/No)</p>	
<p>If so, what was the name of the person you spoke to?</p>	
<p>Is there anything else you would like to tell us?</p>	
<p>Thank You!</p> 	<p>Thanks for giving us your feedback. We really appreciate it. Your feedback will help us improve the way we do things!</p>