

Feedback and complaints

A step-by-step guide



ICLA

Independent Community
Living Australia
Everyday life changing

Help us to do better



Feedback and complaints

Feedback and complaints are important to ICLA. Help us find solutions, make improvements or recognise good services. You have the right to:



Tell us the **good** and the **bad** about the services you receive



Ask us if you need **help making a complaint**



Expect your complaint to be **taken seriously**



Know we will work with your family, carer or advocate to make things **the best they can be**



Expect we will try to **learn from feedback** we receive and **fix any problems**

Feedback is a gift

1

We want to hear from you

We encourage everyone to **help us become better** by giving us their feedback or complaints. Let us know if you:

- Are unhappy about what we have done or the service we provided
- Think that we are not meeting our mission, vision or values
- Think that we are not upholding standards
- Think that we have done something wrong or broken a law
- Think we can do something better
- Think someone has done a great job

2

Letting us know

- It is best to talk through your feedback with a **staff member you trust**.
- If this is too difficult ask a **friend, family member** or **carer** you trust for help.
- Give them **details about your feedback** or complaint.
- Be sure to provide your **contact details**.

How to provide **feedback** or make a **complaint**:

 (02) 9281 3338

 www.icla.org.au

 PO Box K305,
Haymarket, NSW 1240

3

What happens next?

- We will **investigate the problem**
- We work to identify where we could **improve, fix** or **resolve** the matter
- We will keep you **up-to-date** about what happens with your complaint or feedback

4

Ensuring you are satisfied

If you feel the problem hasn't been fixed or the results aren't fair, you can ask for a review from someone more senior. You can continue this process until you reach the **Chief Executive Office**.

At any stage of the process you can take your complaint to another agency, such as:

- the relevant State Commissioner for EEO
- the NSW Anti-Discrimination Board
- the NSW Ombudsman
- the Human Rights and Equal Opportunity Commission (HREOC)

Our promise

ICLA works hard to care for our community. To ensure this happens and we're doing our best, we promise to:



Make sure our **staff members** know how to manage feedback and complaints



Listen seriously to what you say



Treat people with respect when they **provide feedback** or **make a complaint**



Be **positive, consistent** and **fair**



Support you through this process



Process your feedback or complaint **as quickly as possible**



Keep you informed as your feedback or complaint is processed



Keep your information **private** and **confidential**

We will keep improving the quality of everything we do.



Reach out

ICLA offers services that are targeted at supporting individuals to achieve their personal goals, increase their confidence, independence and opportunity for social and community connection.

How you can reach us:



(02) 9281 3338



info@icla.org.au



Suite 76, Level 7, 8-24 Kippax Street
Surry Hills NSW 2010 Australia