

Complaints and Feedback

Everyone has the right to



- Make a complaint or
- Give feedback to CID.



We deal with complaints in a fair way.



The way we deal with complaints is in our Complaints and Feedback Management Policy.

This is the easy to read form of this policy.

Complaints and Feedback



A complaint is something you do when you are being treated differently or unfairly.



A complaint is telling someone you are not happy about something at CID.



Feedback is information that can help make things better.



Feedback can also be about a good experience.

If you make a complaint at CID we will



- Listen to you.
- Write your complaint down.
- Treat you with respect.
- Deal with your complaint quickly and keep you updated on what is happening.
- Keep your information private.
- **Not** treat you badly for making a complaint.
- Get an interpreter if you need one to make a complaint.



Making a complaint at CID



You can make a complaint to any staff person at CID.



You can write a letter or send an email.
info@nswcid.org.au



You can talk to a staff person.



You can **ring** us at CID.

Phone 1800 424 065

What happens when you make a complaint?



Staff will give you choices.

You can talk to the person who the complaint is about.



If this makes you feel scared or uncomfortable you do **not** have to do this.



You can talk to a manager or CEO.



Some complaints can be fixed straight away.



If it cannot be fixed in 2 days then the complaint goes to the CEO.



Serious complaints go to the CEO straight away.



Feedback does not require investigation.

Feedback may be shared with the staff members.

What happens next?



CID will investigate the complaint and get back to you in 3 weeks.



CID will keep information about your complaint safe.



The complaint will be recorded on the CID Complaints Register.

You should talk to your manager if you cannot understand something in this policy.



Remember

You can make a complaint at CID to any staff member.

Phone **1800 424 065**

If you need help to make a complaint about CID.

You can talk to the people at



People with Disability Australia.

Their phone number is

1800 422 015

Their website is www.pwd.org.au

You can talk to the people at the



Ombudsman's Office.

Their phone number is

1800 451 524

Their website is www.ombo.nsw.gov.au