

## Complaints and Feedback at CID

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 written 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.



- We will not treat you badly for making 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](mailto: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.



## 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](http://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](http://www.ombo.nsw.gov.au)