

How we deal with a complaint

We will contact you within 5 days of receiving your complaint. The investigation of your complaint may take some time but we will endeavour to have it resolved within 25 days and we will keep you informed of the progress of your complaint. Once our investigation is complete you will be contacted about our findings and you will have the opportunity to comment and provide feedback.

Important things to remember

- It's okay to make a complaint. We view all feedback, including complaints, as a positive opportunity to improve the quality of our services and the way we do things.
- We will deal with your complaint in an ethical, timely and transparent way.
- There will be no repercussions as a result of making a complaint. You will not be disadvantaged, treated any differently or lose access to the services we provide you.
- All complaints are treated confidentially. Only the people who need to help find a resolution will be involved.
- If you are not happy with the way we handled your complaint, or you wish to appeal the outcome of your complaint, you can ask for the decision to be reviewed by our Executive Officer. You are also able to contact any of the agency at the back of this brochure.

Who you can contact if you are not satisfied with the way your complaint was handled?

- Australian Human Rights Commission
Complaints Infoline: 1300 656 419
TTY: 1800 620 241
Email: complaintsinfo@humanrights.gov.au
- Ombudsman Office (NSW)
Phone: (02) 9286 1000
Toll Free: 1800 451 524
TTY: 133 677
Email: nswombo@ombo.nsw.gov.au
Webmail: www.ombo.nsw.gov.au
- Family & Community Services, Ageing, Disability & Home Care
Phone: (02) 9377 6000
TTY: (02) 9377 6167
Email: servicembx@facs.nsw.gov.au
- Anti-Discrimination Board (NSW)
Phone: (02) 9268 5555
TTY: (02) 9268 522
Email: complaintsadb@agd.nsw.gov.au
- Multicultural Disability Advocacy Association
Phone: (02) 9891 6400
National Relay Service: 133 677
Toll Free Phone: 1800 629 072
Telephone Interpreter Service: 131 450
Email: madaa@madaa.org.au
Web: www.madaa.org.au
- Disability Complaints Service
Phone: (02) 9370 3100
Toll Free: 1800 422 015
TTY: (02) 9318 2138
TTY Toll Free: 1800 422 016

Making a Complaint



Making a complaint

MDSI is committed to providing the best possible service but we know things don't always go the way they should. When this happens we want you to tell us. In this brochure you will find information about how to make a complaint, including what you can do if you are not satisfied with the way we handle your complaint.

You can make a complaint yourself or your partner, family member, friend, carer or anyone else you chose can make and manage a complaint on your behalf.

How to make a complaint

There are several different ways you can make a complaint.

You can:

- Contact us in person at Level 3, 171 - 179 Queen Street, Campbelltown
- Call us on (02) 4627 1188
- Visit our website (www.mdsi.org.au) and complete the online feedback form
- Complete the form in this brochure
- Send us a letter to P O Box 525, Campbelltown, NSW, 2560
- Send us an email at info@mdsi.org.au
- Send us a fax on (02) 4628 6068

Note - The translate button on our website will change language to your preferred one. You can also submit all written complaints in your preferred language.

COMPLAINTS FORM

Date of complaint Preferred method of contact (circle one): Email Phone Mail None

Surname Given Name/s

Address

Contact Number Email

If the complaint is made by a person on behalf of a service user please give name, relationship to service user and contact details

Detail of complaint (please provide as much detail as possible and attach additional pages if necessary)

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What would you like to happen, or what do you think should have happened?

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Print name Signature Date