



INDEPENDENT
DISABILITY SERVICES



CLIENT COMPLAINTS

Changing lives, empowering people

We take our clients' complaints seriously

The team at IDS is committed to:

- Systems that promote transparency, justice and fairness;
- Addressing client complaints in a just and timely manner;
- Using complaints to improve the quality of our services and gain new perspectives;
- Ensuring clients are not disadvantaged in any way;
- Encouraging the support and guidance of family, friends, carers and independent advocates to uphold our clients' rights and, where required represent them;
- Resolving complaints fairly by discussion and negotiation between the parties, as soon as possible.

This brochure explains how we handle your personal information. If you have any questions about the complaints process that are not answered in the brochure, please contact IDS.

What is a complaint?

A complaint is an expression of dissatisfaction made to or about a disability services provider, relating to its products or services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

How to make a complaint

You have the right to choose to make your complaint anonymously if you prefer.

Firstly, discuss your complaint with your IDS team member, they will work with you to try to find a way to fix the problem. Talking can sometimes sort out the problem without going through a formal process.

If your IDS team member cannot help, you can make a formal complaint. Your IDS team member can assist with completing the paperwork. This will go to a member of the IDS management team. You can make a formal complaint in writing to:

IDS Complaints,
Level 3, 60 Leicester Street,
Carlton, Victoria 3053

By telephone: 03 9340 5100

By email: admin@idsa.com.au

You will hear from us confirming we have received your complaint within two working days. The complaint initially goes to the supervisor with responsibility for the area that falls under your complaint, and then, if not resolved, to the CEO. If agreeable to the parties, conciliation and mediation will commence. If still not resolved it will go to the Disabilities Services Commissioner.

Our commitment

- Support: Clients can request that a family member, an independent representative or an IDS staff member assist them with their complaint.
- Anonymity: Clients have the right to make an anonymous complaint.
- Acknowledgment: We will acknowledge your complaint within two working days and provide an initial response within 10 working days.
- Communication: We will communicate with you regularly throughout the process in the way you prefer, to ensure that the situation has improved. We will follow-up to check your satisfaction and experience of the complaints process.
- No disadvantage: Clients will not have their relationship or service with IDS affected in any way by pursuing the resolution of a complaint.
- Privacy: All complaints are treated by IDS in a way that ensures confidentiality and meets privacy legislation requirements.

Please contact us if you would like a further explanation of the IDS Complaints Policy or to forward any additional information.

Clients may contact the offices of the Disability Services Commissioner at any time during the complaint process.

Reporting

IDS reports annually to the Disability Services Commissioner on all complaints and compliments.

If your complaint is not resolved to your satisfaction by IDS, you can refer it to:

Disability Services Commissioner

Telephone: 1800 677 342

www.odsc.vic.gov.au

Victorian Equal Opportunity and Human Rights Commission

Telephone: 1300 292 153

www.humanrightscommission.vic.gov.au

Ombudsman Victoria

Telephone: 9613 6222 or 1800 806 314

www.ombudsman.vic.gov.au

Office of the Victorian Privacy Commissioner

Telephone: 1300 666 444

www.privacy.vic.gov.au

Consumer Affairs Victoria

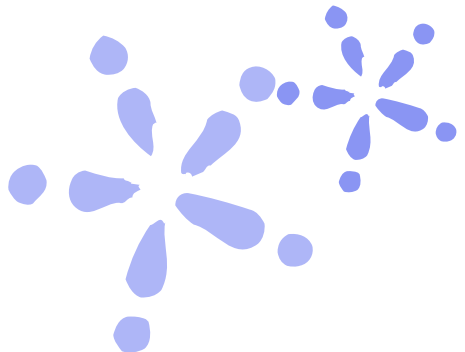
Telephone: 1300 558 181

www.consumer.vic.gov.au

Disability Advocacy Resource Unit

Telephone: 03 9639 5807

www.daru.org.au/contact-us



Independent Disability Services Inc.

Level 3, 60 Leicester Street,
Carlton, Victoria 3053

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F. 03 93405102
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ABN. 21 157 513 691



IDS is committed to accessibility
of our services and information



IDS provides access to
interpreting services



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