FEEDBACK AND COMPLAINTS

SHIFT
ACCESSIBLE HOMES

Purpose

To encourage comments so we understand your experiences and ensure all feedback is actioned in a timely and effective manner.

Policy

We encourage and welcome your comments, compliments or suggestions.

When you want to provide feedback, including complaints and problems, SHIFT makes sure your views are respected, that you are kept informed, and that you can be involved in the resolution process where possible.

We want you to tell us if you are unhappy. Your feedback will help us to improve and deliver better outcomes for everyone. Likewise, we love to hear when you have enjoyed your experience with us.

Our complaint handling system meets the NDIS Practice Standards and Disability Services Regulations 2004 (WA). We deal with complaints fairly, objectively and as quickly as possible.

We have fully trained staff who use a person-centred approach to resolve issues. We are committed to fair and timely resolution of complaints, following all relevant legislation and standards.

If requested, we will get back to you within three days of receiving your feedback.

We will ensure you are:

- Fully informed of your right to complain and work with you, your family and/or carer to try and resolve the issue, identifying your desired goal/outcome.
- Provided a safe environment within which to make a complaint.
- Supported in your individual, cultural and linguistic needs to help you to understand and participate in the process.
- Treated fairly when making a complaint.
- Supported in the complaint handling process.
- Provided with an opportunity to have a support person to assist or represent you during the process or as the key contact for your complaint.
- Treated in a manner that protects your privacy and respects confidentiality.
- Kept up to date at all stages of the process.
- Informed of your right to complain to an external body such as NDIS Complaints Commission.
- Not experiencing any retribution as a result of making a complaint.

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