



Our Compliments and Complaints Policy

This policy provides members (and other interested people such as family members, carers, advocates and concerned citizens) with information on how to lodge a compliment or complaint with Cam Can. At Cam Can, we believe we can learn from both. Compliments help us to build on our strengths, whilst complaints help us to address gaps and continuously improve.

Our policy is based on Australian Standards and *National Disability Insurance Scheme* expectations.

Compliments

Receiving and learning from compliments is an excellent way to recognise the great work our staff do, and apply our strengths to all members. Cam Can enjoys receiving compliments about staff and our services.

All compliments are conveyed to our staff, and are used to reflect on how the nature of the compliment could benefit other members.

Complaints

Too often, agencies unnecessarily focus on the differences between a 'complaint', a 'grievance', a 'concern', an 'issue', and/or 'feedback'. Cam Can strives to not get caught up in such subtle and semantic differences and, more constructively, aims to ensure when someone is unhappy with a service, act or behaviour, their concerns are listened to and acted on. This approach provides an excellent opportunity for Cam Can to continually improve.

Put simply a *complaint* is someone letting us know a service did not 'hit the mark'. Cam Can believes it should be easy for people to share this with us. An easy-to-complete one-page form is attached to this policy. You are welcome to provide more information, as this will assist Cam Can to better understand your concerns.

What you can expect from us

Cam Can welcomes all constructive feedback as an opportunity to improve. As an agency we are committed to ensure anyone interacting with Cam Can is free to lodge a complaint, and to have their complaint dealt with promptly, courteously and fairly.

The key features of our policy are:

1. Cam Can is committed to a positive feedback culture, as it provides an opportunity for services to members to be continually improved.
2. Although some complaints require a formal process, most do not. Cam Can aims to make it easy for people to lodge a complaint, and to have their concerns addressed.
3. Cam Can will manage complaints in an efficient, timely and consistent manner.
4. Complaints will be handled objectively and fairly.
5. If you need help to lodge a compliment or complaint, Cam Can will provide support to do so.
6. Cam Can will confirm we have received your complaint within two working days. Many complaints can be promptly dealt with at a local and personal level. An acknowledgement, apology, answer or

action can often resolve a complaint. More serious complaints will typically need a more formal response and may take longer to resolve.

7. If you are not satisfied with Cam Can's process or the outcome of your complaint, we will undertake an internal independent review. If you are still dissatisfied, we will help refer you to an external party who will review what we did (e.g. NDIA, Ombudsman).
8. If you make a complaint about someone else, we are unable to tell you what the consequence on that person was as a result of your complaint.
9. We will treat you with respect, compassion, empathy and regularly communicate progress about your complaint with you.

How do I lodge a compliment or complaints?

If you would like to take the time to let us know what we are doing well or have not done well, please email: info@camcan.org.au

What else can I do?

Ideally, Cam Can would like an opportunity to listen to and resolve your complaint. There may be times, however, you may prefer to lodge your complaint elsewhere. The NDIS Quality and Safeguards Commission (NDIS Commission) is an independent Commonwealth agency established to improve the quality and safety of NDIS supports and services. The NDIS Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way
- NDIS services and supports that were not delivered to an appropriate standard
- how an NDIS provider has managed a complaint about services or supports provided to an NDIS participant.

You can make a complaint to the NDIS Commission by:

- phoning 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- [National Relay Service](#) and ask for 1800 035 544.
- <https://www.ndis.gov.au/contact/feedback-and-complaints#online-form>

If you are dissatisfied with the outcome of your complaint to the NDIS Commission, you can ask for a supervisor or manager to review your complaint and how it was handled. After this, if you are still not satisfied, you may seek assistance from the Commonwealth Ombudsman on 1300 362 072 or <https://www.ombudsman.gov.au/>

Compliment and Complaint Form

What is your compliment or complaint about? (for example, what went well/didn't go well? Who was involved? When and where did it happen? Why were you happy/unhappy? Has this happened before?)

** Please attach additional information if you need to*

What would you like to happen as a result of your compliment or complaint?

** Please attach additional information if you need to*

Member's Name:	
Relationship to member (if not a member):	
Does the person know you are making this complaint?	Yes / No
Does the person consent to the complaint being made?	Yes / No
Contact number(s):	
Date:	