



Complaints Process Plain English (G-1)

Complaints will be resolved as quickly as possible and the process will be easy to understand.

Every body's opinion is valuable and helps to improve our services.

Complaints are kept private unless there is good reason to tell others.

Why Complain?

- You want to let us know something has happened that worries you
- You are not happy with your service
- You are not happy with someone's behaviour
- You are upset by something that has been said and/or done
- You feel you have been treated wrongly or unfairly

How to Complain

Everyone has the right and is encouraged to raise their complaint in person, through an advocate or by any other means they are comfortable with.

If you are not sure about making a complaint ask someone you trust to help you.

Complaints can be made in writing, by phone, in person and by e-mail.

Try and let us know about your complaint as soon as possible.

Once HomePlace receives your complaint it is written down.

Someone is given the job of investigating the complaint; this is also written down.

We will listen to your complaint and suggest possible ways of sorting out the situation.

Your complaint can be withdrawn at any time by you or your advocate.

You should hear back about your complaint and what happened.

If you are happy let us know. If you are not happy let us know.



The following agencies may help in resolving difficult complaints:

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| Disability Advocacy and Complaints Service Of SA Inc. | Ph. 08 7122 6030 |
| Citizen Advocacy | Ph. 08 8410 6644 |
| Independent Advocacy | Ph. 08 8232 6200 |
| Disability SA | Ph. 08 8272 1988 |
| Office of the Public Advocate | Ph.08 8342 8200 |
| Complaints Commission | Ph. 08 8226 8666 |