

FEEDBACK AND COMPLAINTS PROCEDURES

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Drafted by:	BN		
Responsible person:	BN		

Feedback and complaints

Amber Community encourages you to share your experience with our services and programs. Your feedback plays a significant role in helping us monitor, evaluate, and improve our services.

If you would like to provide feedback or a complaint, please ask a staff member for a 'Feedback and Complaint' form, or they can be downloaded from our website at www.ambercommunity.org.au.

Details of how to submit your feedback are located on the form.

No person shall experience reprisals because of providing feedback or making a complaint to a health service provider.

Guiding principles for implementation:

- Complainants or consumers must not be treated unfairly or be subject to reprisals or detriment as a result of making a complaint or providing feedback.
- Amber Community supports people who want to make a complaint.
- Complainants will be treated with respect.

Can I be anonymous?

You can provide feedback without giving us your name, and it will be managed in the same manner as all feedback, but we will not be able to contact you to inform you of the progress or outcome of the investigation.

What happens next?

If you provide contact details through the feedback form, you will be contacted within two working days to discuss how we will respond to your feedback or complaint. Nothing you say will affect the services you receive from Amber Community.

If you make a complaint, we will:

- Listen
- Deal with the issue as quickly as possible. If it takes longer to investigate and respond to your concerns, we will ensure that we keep you updated
- Respect your privacy and keep the information you have given us confidential
- Answer any questions you may have
- Talk to you about how the problem can be resolved
- Talk to you about the outcome
- Inform you about other people or organisations outside of Amber Community who can help you.

You and Amber Community will mutually agree on a method and frequency of communication throughout the complaint-handling process.

Guiding principles for implementation:

- We will agree on a reasonable method and frequency of communication throughout the complaint-handling process.
- You can make reasonable contact with the person handling their complaint.
- Delays or changes to the complaint handling process are communicated to the complainant.

We will aim to give the complainant a clear and timely response to the complaint within 30 working days of receiving it. Where this cannot be achieved, the reason for this and the expected timeframe for responding to the complaint is communicated to the complainant as soon as possible.

Guiding principles for implementation:

- Amber Community will handle the complaint in a manner that aims to resolve the issues as quickly as practicable.
- Delays in responding to the complaint are communicated to the complainant and if appropriate, the complaint is escalated to senior management.

If you are unhappy with the response you get, you can contact the following services:

- Health Complaint Commissioner [MAKE A COMPLAINT | Health Complaints Commissioner \(hcc.vic.gov.au\)](#)
- Victorian Ombudsman: (03) 9613 6222 | TTY: 133 677 then 9613 6222 Free call: 1800 806 314 (regional Victoria only) Telephone interpreter: 131 450 Email: ombudvic@ombudsman.vic.gov.au
- VIC Equal Opportunity & Human Rights Commission: 1300 292 153 | TTY: 1300 289 621 Email: enquiries@veohrc.vic.gov.au