

Complaints, Compliments and Suggestions



Huntington's Victoria views complaints, compliments and suggestions as valuable feedback about our service and an important part of our quality improvement process. Your feedback is a useful way to achieving better care, identifying areas that may need improvement. As an organisation we will take action that will seek to achieve the best possible outcomes for all involved.

Why complain or make a suggestion?

Please inform HV if you:

- think you are being treated unfairly;
- have not been treated with respect by a staff member;
- felt your safety was compromised;
- think your confidentiality has been breached;
- think your human rights have been breached

How do I make a complaint?

You can inform HV of your issue(s) by completing this form or by other means which are appropriate for your circumstances.

- Work out what your concern and/or suggestion is about. Clarify in your mind what you would like to say and how you want HV to be of assistance.
- If you wish to make a complaint please speak to the staff member involved. Generally, as a first step you would speak to the staff member who is involved with the issue and see if you can resolve any concerns together. You would talk about what happened and discuss possible options for resolution. If you are not satisfied after this or if you don't feel comfortable discussing the issue directly with the staff member involved, proceed to the next step.
- Contact HV and ask to speak to the relevant senior member of staff. Outline what happened, what your complaint is about and what you would like to be resolved.
- Contact the CEO either by telephone or in writing to discuss your concerns.
- Contact the office of the Disability Services Commissioner. If you are still not satisfied with the outcome, contact the **Disability Services Commissioner on 1800 677 342**. A complaint can be withdrawn at any time by notifying the Commissioner in writing.





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How is my complaint managed?

1. We will acknowledge your complaint in writing within 48 hours.
2. The complaint will then be investigated confidentially. After an investigation, an action plan will be developed to resolve the issue. The person investigating your complaint will contact you to discuss the action plan. In most cases the action plan will be immediately put in place to resolve your concern. In other cases, the action plan will be included in our service planning to ensure that this situation does not happen again.
3. Feedback will be provided to you in relation to outcomes, changes in practice, etc. You will be kept informed about the status of the complaint throughout the process. Where appropriate, you may be involved in discussion about outcomes. You will also be given information at the end of the process about what steps the organization has taken as a result of your complaint.
4. All complaints, resolved and unresolved, will be recorded in a confidential complaints, compliments and suggestions register and a non-identifying summary of any complaints will be tabled at staff meetings to inform future service improvements and make appropriate service and system changes.

Compliments & Suggestions

Huntington's Victoria always welcomes positive feedback. If your feedback is for a specific staff member, your compliment is passed on so that they can be recognised for their work. If you compliment a HV service/program, your feedback will be passed onto the appropriate team to help them focus on what works well for the HD community.

Suggestions for improvement are also welcome.

Privacy

At HV we will ensure that our policies, practices and procedures protect your rights so that no one is discriminated against, abused or harassed. Your complaints can be made without fear of victimization, reprisal or blame. All feedbacks will be treated confidentially, with information used only for the purpose for which it was obtained. Your privacy will be protected during the complaints process, and investigations will be conducted discreetly.

HV staff understands the importance of confidentiality regarding a complaints case, and information is shared with staff only on a 'need to know' basis.





Complaints, Compliments and Suggestions

Please complete the form below if you have any complaints, compliments or suggestions with regard to the services and/or staff members of Huntington's Victoria.

DATE: _____ NAME: (Optional) _____

ADDRESS: _____

TELEPHONE: _____ MOBILE: _____ EMAIL: _____

PREFERRED LANGUAGE: _____ DO YOU REQUIRE AN INTERPRETER? _____

RELATIONSHIP TO ORGANISATION: (Please tick appropriate box)
CLIENT FAMILY PROFESSIONAL

SERVICE PROVIDER OTHER

TYPE OF FEEDBACK: (Please tick appropriate box)
COMPLAINT COMPLIMENT SUGGESTION

THE FEEDBACK IS ABOUT: (Please tick appropriate box)
STAFF MEMBER CLIENT SUPPORT SERVICES GENERAL

Please tell us about your complaint, compliment and/or suggestion. It will be useful to include what happened, when it happened, who was involved and attach copies of any relevant documents. If the complaint relates to a specific incident then please give details.

What would you like to happen as a result of this communication?

If filling out online, please click the **Submit Form** button below. If filling out by hand, please scan and email to info@huntingtonsvic.org.au or fax to **03 9818 7333**.





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FOR OFFICE USE ONLY:

DATE RECEIVED:	DATE ACKNOWLEDGED:	DATE RESOLVED:
FORMAL OR INFORMAL COMPLAINT:	COMPLAINT NUMBER:	DATE REPORTED:
OUTCOME:		
SIGNATURES:		
PERSON DESIGNATED TO HANDLE COMPLAINT:	DATE:	
CEO:	DATE:	

