

# COMPLAINTS HANDLING PROCEDURE



---

**We value your feedback. So, if you have a complaint, a compliment or a suggestion, let us know by following the procedure below.**

## **What is Feedback?**

Feedback is any comment you'd like to make about our service. It includes complaints (negative feedback), compliments (positive feedback), or suggestions for improvement.

## **What is a Complaint?**

A complaint is feedback you give us when you are unhappy with an aspect of our service.

## **What is a Suggestion?**

We would like to hear your thoughts on how we might be able to improve our services.

## **How to make a complaint or provide other feedback**

Contact us and explain the situation or issue. Also, let us know what kind of outcome you would like.

## **How can you contact us?**

There are many ways you can contact us to make a complaint or provide feedback:

- Call us on 1300 376 986 and speak to our friendly Customer Service Team.
- Post us a letter to Unit 3-6, 27 John Street, Telarah NSW 2320
- Drop-in at the address above.
- Send us an email to [admin@mccs.org.au](mailto:admin@mccs.org.au)
- Access the Contact Us form on our website <https://www.mccs.org.au/contact-us/>

## **Help with making complaints**

At Maitland Community Care Services (MCCS), we view feedback as an opportunity to improve the quality of our services and strengthen relationships with our clients. However, when making a complaint, we understand some people may feel uncomfortable with this process. We want to make this a positive experience for our clients.

You can nominate the person you wish to speak to at MCCS. It could be your support worker or someone you have dealt with previously in the organisation.

You can choose a support person to assist you with your complaint or feedback. This person can be a friend, family member, staff member or an advocate from another organisation.

We will support you in choosing how, when and where the complaint will be made, and you have the option to remain anonymous.

## **What happens next?**

MCCS is committed to resolving complaints in an ethical, confidential, timely, transparent and fair way. We will do our best to rectify the problem and provide the best possible outcome for you.

## **How long will it take?**

Most complaints can be addressed immediately. But for more complex issues, we may need to conduct an investigation. The target for finalising complaints is 30 days from the day of receipt. We will be in contact with you throughout the resolution process.

## **Confidentiality**

Complaints are treated confidentially. Only the people who need to help find a resolution will be involved.

## **What if I'm not happy with the outcome?**

MCCS would always prefer to resolve your complaint directly, but you are also able to make a complaint to any of the following external agencies below:

### **Aged Care Quality and Safety Commission**

Online: <https://www.agedcarequality.gov.au/making-complaint>

Phone: 1800 951 822

### **Older Persons Advocacy Network**

Online: <https://opan.org.au/>

Phone: 1800 700 600

### **NDIS Quality and Safeguards Commission**

Online: <https://www.ndiscommission.gov.au/about/complaints>

Phone: 1800 035 544

### **Australian Human Rights Commission**

Online: <https://humanrights.gov.au/complaints#main-content>

Phone: 1300 656 419

### **People with Disability Australia**

Web: [www.pwd.org.au](http://www.pwd.org.au)

Phone: 1800 422 015

## **Interpreter Services**

If you need an interpreter, you can ask us to arrange one when you call. Alternatively, you can contact one of the services below and ask them to help contact us on 1800 951 822:

- [Translating and Interpreting Service \(TIS\)](#) - 131 450
- [Aboriginal Interpreter Service \(AIS\)](#) - 1800 334 944

If you are hearing or speech impaired, contact us through the [National Relay Service](#):

- TTY users: phone 1800 555 677 then ask for our number 1800 951 822
- Speak and Listen users: phone 1800 555 727 then ask for our number 1800 951 822
- Internet relay users: connect to the [National Relay Service](#) and enter 1800 951 822