



Feedback and Complaints

This resource has been developed to help everyone understand their right to have a say, give feedback, make a complaint and the complaints process.



What is feedback?

Feedback is when you tell someone about:

- a problem
- something they have done well
- how they could do something better.

You can give feedback at any time.

Have your say

You can also have a say in how things are done at Midwest Community Living Association. You can do this by:



- attending a workshop
- doing a survey
- talking to people you trust at Midwest Community Living Association
- putting a letter in the Suggestion Box at the front entrance
- you can write it down and send it to PO Box 2458, Geraldton WA 6531
- you can ring up and tell us on (08) 9921 1505
- go to our Website and complete our feedback and complaints form
- Email feedback@mwcla.org.au



What is a complaint?

A complaint is when a problem is happening, and someone says that they are unhappy.

- Complaints are important for an organisation to know what it is doing **well** and what it is doing **badly**.
- Complaints are more serious than feedback.
- **Anyone** can make a complaint including family members and support workers.

Your rights:

We will make sure that:

- we **listen** to all complaints and treat them all **fairly**;
- we handle complaints **quickly**;
- you are given **help** if you need it when making the complaint and after making a complaint;
- complaints are fixed if they can be;
- you feel safe to **ask questions** about the complaint;
- you feel safe to make a complaint and are not made to feel upset by others.





You have the right for your complaint to be treated equally to all other complaints no matter:

- who you are;
- where you live;
- whether you are a man or a woman;
- what job you have;
- what language you speak;
- whether you have a disability;
- what your religion is;
- whether you are rich or poor.



When you make a complaint MWCLA will make sure that:

- what you say is being kept a **secret**.



How to make a complaint:

- **write** down what has happened so that you can remember clearly;
- write down as much as you can remember to help with the complaint.



Seeking help:

If you are not sure how to make a complaint or you are feeling worried:

- you can talk to one of our staff members who you know and **trust**;
- you can talk to someone you can trust such as a family member;
- you can ask that person to **help you** to make the complaint if you don't feel happy making the complaint yourself.



Who to make a complaint to:

- you can make a complaint by speaking to the person or by writing a letter to:
 - the staff member you were with at the time;
 - the boss of that staff member;
 - the Operations Manager;
 - the Customer Service Coordinator;



- the boss of the organisation.
- you can make a complaint by putting a letter in the Suggestion Box at the front entrance;
- you can write a complaint and send it to PO Box 2458, Geraldton WA 6531;
- you can ring up and make a complaint on (08) 9921 1505;
- **go to our Website and complete out feedback and complaints form**
- **Email feedback@mwcla.org.au**
- you can use the Accessible Whistleblower Service Link on our website;
- if you don't want them to know who made the complaint you can make a secret complaint by contacting our Whistleblower Service 1300 687 927 between 8.00 am to 5 pm AEST.

Managing complaints



- The staff member will say the complaint back to you to make sure that they **understand** your complaint.
- They will tell you what they will do to fix the problem and tell you how long it will take.
- They will **apologise** when things have gone wrong.



Review

- We will often check to see if our processes are working. We might ask you to tell us if you found it easy or hard.
- It is important that you know how to give us feedback, make a complaint and who to talk. If you need more help with who to talk to please ask one of our staff.