# Sunnysights Independent Living ABN 31 651 264 658

# Feedback and Complaints Summary

## 1. Purpose

This procedure provides guidance to persons who wish to provide feedback, raise an issue or concern, or make a complaint about us, regarding our services.

This procedure is intended to ensure that we handle complaints fairly, efficiently and effectively to the satisfactory resolution within a reasonable timeframe and that appropriate actions are taken to improve our services where required.

This procedure should be read in conjunction with our Feedback and Complaints Management Policy, which provides information about the key principles and concepts underpinning our Complaints Management System.

## 2. Who can make a complaint

Any of Sunnysights Independent Living's clients as well as their families, carers, representatives and advocates, as well as statutory bodies, government agencies, stakeholders, Workers or any other person, may make a complaint to or about Sunnysights Independent Living about its supports, services, practitioners, employees, contractors, volunteers and other Workers.

A complaint may be made on an anonymous basis. You can make an anonymous complaint:

(a) by calling the number in section 4.1 below and stating that you wish to make an anonymous complaint (so we don't ask you to identify yourself); or

(b) in writing by filling out a Feedback and Complaints Form but not including your name or other details that may identify you and posting it to the address specified in section 4.1 below.

## 3. Rights to access advocates

You may seek support from family, a friend or an independent advocate in making a complaint. If you require an advocate or representative, please let us know and Sunnysights Independent Living would be pleased to cooperate with, and facilitate arrangements for, advocates (including independent advocates) and other representatives.

## 4. How to make a complaint

Our culture provides for a safe environment for people to speak up so we can respond appropriately, and acknowledge when our services have not met expectations or applicable standards.

You should feel confident to make a complaint or provide negative feedback without fear of adverse consequences, retribution or loss of service as a result of making a complaint to us, or with the NDIS Commission, about our services and support. Complaints are important — they can help us to understand what is important to you and improve the quality of services we provide, so your complaint can help other people too.

## 4.1 How to make a complaint to Sunnysights Independent Living

If you feel comfortable, you are encouraged to raise your concern or complaint with us first, as this is often the best way to have your issue resolved quickly.

A person wishing to make a complaint to Sunnysights Independent Living may do so:

(a) in person to the Principal or a Worker;

(b) by email to support@sunnysights.com.au;

(c) on our website www.sunnysights.com.au;

(d) by post to: 138 Juliette Street, Greenslopes, QLD, 4120; or

(e) verbally by telephone to (07) 3088 7935.

For all written complaints, you are encouraged to provide your complaint in the form of a Feedback and Complaint Form.

### 4.2 How to make a complaint to the NDIS Commission

For NDIS Clients in New South Wales, South Australia, Western Australia, the Australian Capital Territory, Northern Territory, Queensland, Victoria or Tasmania, a complaint can be made to the NDIS Commission by:

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544.
- Visiting https://www.ndiscommission.gov.au/about/complaints and completing a complaint contact form.

The NDIS Commission can take complaints about:

- services or supports that were not provided in a safe and respectful way
- services and supports that were not delivered to an appropriate standard

## 5. More information

- Fact sheet: How to make a complaint
- Video: Understanding complaints

The NDIS Complaints Management Resolution Guidance provides more detailed information about the NDIS Commission's complaints process.