Our Vision

Our vision is to partner with clients, parents and carers to deliver exceptional home, living and healthcare services for children, young people and young adults with complex disabilities and healthcare needs. We want them to be able to thrive, enjoy life, make friends and achieve their full potential in a way that seeks justice and shows mercy in Jesus' name.







Contact details

8 Perry St, Dundas Valley NSW 2117
Phone: 8877 3400
Email: admin@allowah.org.au
Website: www.allowah.org.au

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Complaints

Allowah

Complaints

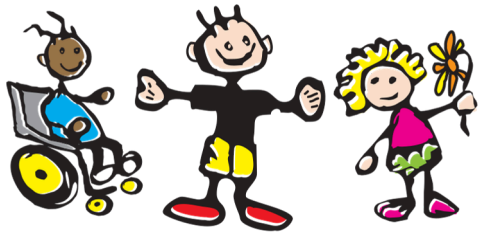
When you need to tell us that something is not right

Allowah

We want to know what you think

At Allowah we respect the right of clients and their families to make a complaint. We will:

- inform you of your rights and options
- act promptly
- respect your views
- keep you informed during the complaint process
- provide you with support where necessary
- give you the opportunity to be involved in the resolution process whenever possible
- ensure all complaints are dealt with in a manner that is effective, complete, fair to all parties and provides a just outcome
- use complaints to improve service delivery
- gain informed consent from parents and assent from clients when seeking information from clients
- protect the privacy and confidentiality of clients and their families
- notify relevant agencies if the complaint concerns the safety or wellbeing of a client or where required under legislation.



How to make a complaint

Complaints can be made in person, over the telephone, via our website at **www.allowah.org.au** or in writing. Complaints may be made formally or informally in a way that suits you. You can make a complaint to any member of our staff and they will ensure the Chief Executive Officer or the Director of Support Service Provision receives it, or you can contact the CEO or DSSP directly on 8877 3400.

What happens when you make a complaint

When you make a complaint you should expect:

- your complaint to be received
- an acknowledgement from the Chief Executice Officer or the Director of Support Service Provision within 5 days
- an assessment of your complaint and the circumstances surrounding it
- a final response within 35 days (most responses will be well within this time frame)
- an opportunity to discuss the response
- the ability to refer your complaint to the Chief Executive Officer at any point should you think it necessary
- information about how your complaint will change things in the future for yourself and/or others
- an apology if one is necessary.

Anonymous complaints

If you make an anonymous complaint you should know that an investigation is made more problematic if you do not divulge identities as this severely limits Allowah's ability to obtain information. You can be assured we will respect your need for confidentiality. There will be disclosure of information to any respondents identified. There is "nothing off the record" in information provided to Allowah. We will always tell you what will happen with the information given to us.

Old Complaints

Normally a complaint will be made within 12 months from the event that caused the problem. If the passage of time has been considerable, it may affect Allowah's capacity to investigate a complaint and these constraints will be discussed with you. Although it may not be possible to investigate the facts of the case, we will try to achieve resolution.

When we won't deal with a complaint

Allowah may decide to decline to deal with a complaint because it is:

- vexatious or frivolous;
- outside jurisdiction; or
- the subject matter of the complaint (or part) has been or is under investigation by some other competent person or body or has been or is the subject of legal proceedings.

Complaints made to the NDIS Quality & Safety Commission

The NDIS Q&S Commission has a range of responsibilities in relation to complaints about community and disability services provided under the NDIS. You can find out more at **www.ndiscommission.gov.au**. Complaints made to the NDIS Q&S Commission will be managed by our CEO.

Health Care Complaints Commission

A complaint to the Commission may be about any health service provider in NSW. This includes:

- practitioners such as doctors, nurses, dentists, pharmacists, psychologists, chiropractors, podiatrists and others, regarding the clinical care and treatment of a patient, or their professional conduct; and
- health service organisations such as public or private hospitals, clinics, medical centres, day surgery centres, the Ambulance Service and others, affecting the clinical care or treatment of a patient; and
- health practitioners who currently do not require registration to practise in NSW, such as naturopaths, psychotherapists, dieticians, massage therapists and others.

You can find out more at **www.hccc.nsw.gov.au** Complaints made to the HCCC will be managed by the CEO.

You can talk to our Director of Support Service Provision anytime on Ph: 8877 3400

