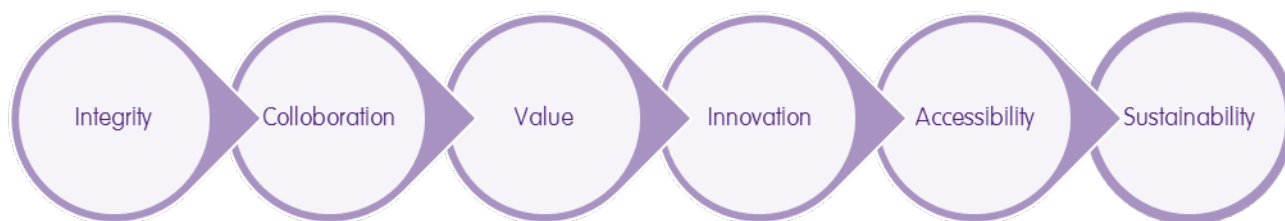


## HCA Feedback and Complaints Statement



Integrity, Collaboration, Value, Innovative, Accessibility and Sustainability are the values that underpin all of our services and relationships.

## Policy Statement

HCA is committed to continuous improvement and best practise, HCA encourages the customer to raise and resolve any complaint regarding the service and supports, which HCA provide without fear of reprisal or negative response.

- HCA treats all complaints seriously and with respect to all people involved.
- HCA will endeavour to resolve any issues, complaints and/or feedback to achieve best possible outcomes and deliver best quality service

## Policy Principles

HCA will ensure that

- All complaints are treated as confidential, recorded in writing and dealt with in a systematic way
- Customers grievances are resolved within agreed time frames
- Customers are aware of their right to have representation at any stage, when the complaint is lodged
- Customers are in a safe and supportive environment
- HCA will work with you to be able to communicate your grievance without prejudice and to feel safe at all times
- HCA will listen and do their best to understand your concerns
- HCA, where possible, will assist the customer in finding an advocate if they wish to have one
- Customers are encourage to express any concerns at any time of their service delivery
- Issues or concerns can be raised verbally, by phone or in writing
- HCA will also assist in contacting interpreting services to assist the customer if needed
- Feedback can assist HCA in improving our services and delivery to meet our customers' needs

### **Advocate and support person**

All customers are encouraged to have another person to support them through the process if they wish to do so. This support person can be a family member, friend another provider, advocate and/or any other person of your choice

### **Disability Services Commissioner**

The Disability Services Commissioner is an independent statutory body that will provide a free and confidential service to resolve complaints about the services

You can contact the Commissioner at any time;

- for advice
- assistance if it is hard for you to make a complaint to HCA
- if you are not happy with the outcome or the way we handled the complaint
- Disability Services Commissioner or Commonwealth Ombudsman is a free service

**Contact details for the Commissioner:**

Phone: 1300 362 072

**Indigenous Line:** 1800 060 789

**Translating and Interpreting Services (TIS):** 131 450

**TTY Service/National Relay Service:** 133 677

Webpage: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

## References and related policies

The following HCA Policies should be read in conjunction with the following customer statements, management standards or policies;

- HCA Disability Services Standard 4 – Feedback and Complaints