McCall Gardens Community Services Limited
m: PO Box 406, Riverstone NSW 2765
p: 02 9679 1031 | f: 02 9679 1906
e: admin@mccallgardens.org.au
w: www.mccallgardens.org.au

# FEEDBACK AND COMPLAINTS - EASY READ

At McCall, we like to hear from you about our service. This
is called **feedback**. Feedback can be something you are happy or not happy with.

Sometimes it can just be a comment.

All feedback is recorded on a feedback log. This is a document. This is kept for 7 years.

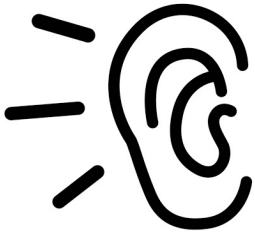
## MAKING A COMPLAINT

If you are not happy with our service or something that has happened. You can tell us. This is called a **complaint**. It is your right to make a **complaint**.

There are many ways to make a complaint:

- in person - talk to a staff member
- by telephone - 02 9679 1031
- In writing - Feedback, PO Box 406, Riverstone NSW 2765
- by email - feeback@mccallgardens.org.au

You can ask a support person to assist you make this **complaint**.



When we get a **complaint** McCall Gardens will:

- Listen to you
- Treat you fairly
- Respect your privacy
- Ask you what you would like to happen

- Keep in regular contact with you about the process including:
  - Action Taken
  - Reasons for decision made
  - Option for a review

A staff member will be given the role of working through the complaint with you.
Some complaints cannot be resolved right away and a different staff member will be involved.

## Where to go if i need help?

If you feel like you need help you can contact an **advocate**. An advocate is someone who supports you with speaking up. They may speak on your behalf. They will:

- listen to you
- give you information for an informed decision
- act on what you want by writing letters attending meetings etc

Multicultural Disability Advocacy Association of NSW
**Web:** www.mdaa.org.au
**Phone:** 1800 629 072
**Email:** mdaa@mdaa.org.au

Self Advocacy Sydney INC
**Web**: www.sasinc.com.au/
**Phone**: 02 9622 3005
**Email**: info@sasinc.com.au

## IF YOU ARE UNHAPPY WITH THE RESULT

If a resolution that is not satisfactory is not reached. The CEO will begin an **internal investigation**. This means an investigation made in McCall Gardens.

If you are not satisfied with our response to your complaint You have a right to complain to the NDIS Quality and Safeguard commission. If needed we will provide you with support in contacting the NDIS Commission.

## PROVIDING FEEDBACK

Every comment we receive helps us to improve our service. We like to hear about the good and the bad.

If you have something to say about the service you are receiving, let us know. This is called giving **feedback.**

We will help you contact someone from your support service to provide feedback if you wish. All feedback is received, dated and logged.

These compliments we receive help us to provide the best possible service