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	Introduced on	14/07/2013
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CONSUMER COMPLAINT POLICY

INTRODUCTION

A person using **VIWA** services has the right to complain about services and the way in which we are provided.

VIWA is committed to best practice in complaints handling and welcomes feedback to improve the quality of the services we provide.

WHAT IS A COMPLAINT?

A complaint is an expression of dissatisfaction.

COMPLAINTS ABOUT VWA SA AND STAFF OF THE OFFICE

If a person has a complaint about **VIWA** and/or the staff of the office they will be encouraged to try to resolve their concerns with the Manager.

If this does not resolve the problem, or the complaint concerns the manager, the person can complain to the Committee of Management.

If the Committee of Management is unable to resolve the problem, the person can make complaint to the Health and Community Services Complaints Commission and or the Aged Care Complaint Commissioner.

Complaints may be made by verbal and in writing.

ACCESSIBILITY

VIWA has a suggestion box at the office for anyone to lodge a feedback or complaint. The suggestion box will be checked by staff on a daily basis. All mails collected from this box will be handed to the Manager for dealing.

A complaint can be lodged by making an appointment to meet with the Manager or by writing a letter to the Executive Officer, addresses to 8B Goodall Parade, Mawson Lakes SA 5095.

RESPONSIVENESS

Complaints about **VIWA**'s services will be acknowledged within 2 days of being received and will be dealt with according to their urgency.

People who make a complaint will be treated courteously and will be kept informed of the progress of their complaint.

OBJECTIVITY

Each complaint will be dealt with in a fair, objective and unbiased manner with an emphasis on resolving the problem.

REFERENCE

Consumer's Rights and Responsibilities



Advocacy Policy

Confidentiality & Privacy

Fees Review Policy & Procedure

Non-Responsive Policy

Protocol for Improving Access for People with a Disability Policy