

See Differently is committed to adhering to the principles of natural justice and procedural fairness in the management of complaints, regardless of a person's cultural background, gender, disability, age or any other status.

See Differently will make every effort to resolve minor complaints immediately.

Written complaints will be acknowledged within five (5) working days of receipt of a complaint.

See Differently will ensure:

- all complaints are treated seriously and dealt with fairly, promptly, confidentially and without retribution.
- all complaints will be managed in a private, confidential and impartial manner in accordance with the See Differently Privacy Policy
- complainants are advised of their right to have an advocate; family member or other representative of their choice assist them during the complaints process
- complainants will be kept informed about the progress of their complaint.
- complainants and their advocates, except for anonymous complaints, are informed about the outcome of the investigation within 30 days of receipt of a complaint
- complainants are advised of their right to access an independent agency should they be dissatisfied with the outcome of their complaint or handling of the complaint

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

However, you may at any point in the process contact:

The Executive Manager – if the complaint is about the coordinator or manager, their handling of your complaint or more broadly about See Differently's Services

The Executive Director – if the complaint is about the Executive Manager, their handling of your complaint or more broadly about See Differently

The Board of Directors – if the complaint is about the Executive Director, their handling of your complaint

Or go directly to an independent agency listed below, if you are not satisfied with the response, you have received or the outcome of your complaint

Staff can provide the necessary support to assist you with making a complaint to See Differently (1300 944 306) or in contacting an independent agency in relation to making a complaint.

Independent Agencies

Aged Care Complaints

Aged Care Quality and Safety Commission

GPO Box 9819, SA 5001

Telephone: 1800 951 822

Website: www.agedcarecomplaints.gov.au

Email: Audit.Feedback@agedcarequality.gov.au

Aged Rights Advocacy Service Inc (ARAS)

16 Hutt Street, Adelaide

PO Box 7234, SA 5001

Telephone: (08) 8232 5377

Fax: (08) 8232 1794

Website: sa.agedrights.asn.au

Email: aras@agedrights.asn.au

Disability Complaints

NDIS Quality and Safeguards Commission

Telephone: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged; or

National Relay Service by calling 1800 555 677 and ask for 1800 035 544; or

Complete a complaint contact form at <https://www.ndiscommission.gov.au>

Complaints Resolution and Referral Service (CRRS)

For customers of services funded by the Department of Social Services (DSS), including Disability Employment Services (DES).

Telephone: 1800 880 052 (free call from land lines); or

National Relay Service by calling 1800 555 677, then asking for 1800 880 052; or

Translating and Interpreting Service (TIS) by calling 13 14 50, for callers from a non-English speaking background

Disability Advocacy and Complaints Service of South Australia Inc. (DACSSA)

Franklin Street, Adelaide, SA, 5000

Telephone: (08) 7122 6030 or 1800 555 630 for National Relay Service

Fax (08) 8332 5112

Email: admin@dacssa.org.au

General Complaints for Unregistered Health Practitioners

Health and Community Services Complaints Commissioner (HCSCC) South Australia

PO Box 199, Rundle Mall SA 5000

Telephone: (08) 8226 8666; country caller: 1800 232 007