

Feedback and Complaints Policy – Easy Read

What is this information about?



This is an easy read summary of the **Feedback and Complaints Policy**

We use pictures to explain some ideas

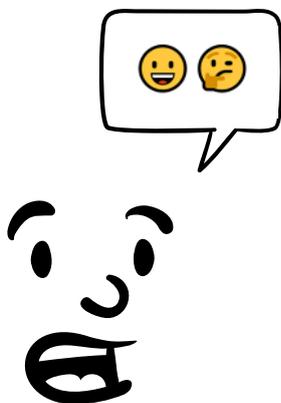
Some words we use



We / our / us means Deaf Children Australia and / or Sign for Work

SIGN FOR WORK.

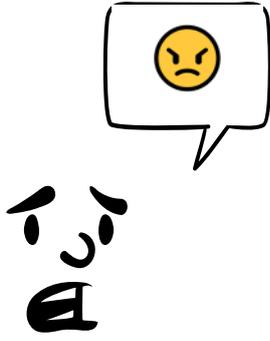
Staff means someone who works for Deaf Children Australia or Sign for Work



Feedback is when you tell us

- What you like about our services, programs or our workers
- What you think about our services or programs

Telling us what you think can help make our services or programs better



Complaint is telling someone that you are not happy with something about your service

Telling us what is wrong can help make our programs and services better

Rights means the things that you are allowed to do and have



Your rights include

- Being safe
- Being treated fairly
- Having the chance to make choices in your life

Rights make sure everyone is treated well and has the same opportunities



Safe means not in danger and not likely to be harmed

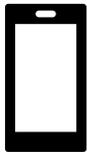
How to give feedback or make a complaint



It's OK to complain. Your complaint helps us to

- Improve our programs and services

Give your better supports



To give us feedback or make a complaint you can

- Scan this QR code at the end of this document and fill out the form that opens
- Click on the feedback link on the Deaf Children Australia website
www.deafchildrenaustralia.org.au
- Send us an e-mail to quality@deafchildren.org.au.
- Call us on 03 9539 5300
- Send us an SMS on 0420 971 391
- Chat in person to any Deaf Children Australia or Sign for Work worker



You also have the right to tell an independent agency about your complaint

We will give you the details for independent agencies when you:



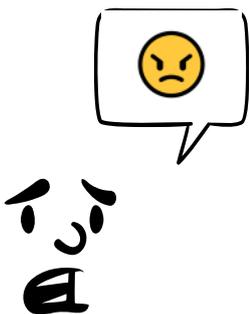
- Start services with us
- Make a complaint
- Ask us for the details of an independent agency

You have the right to have an advocate to support you to make a complaint.

You can access a Disability Advocate if you choose.

Complaints you should tell us about

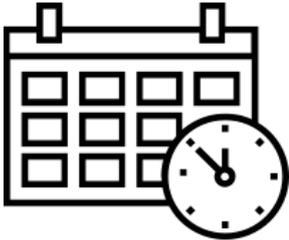
Please tell us if you are not happy about



- The behaviour of staff
- If you do not feel safe
- How you were treated
- Our programs or services
- How we communicate with you

How we will manage your complaint

Most complaints will be managed by the program or service you are making the complaint about



We will work with you and try to fix it in 7 days

If we can't fix it in 7 days, we will let you know how long your complaint might take to fix

Your complaint will be sent to the Quality and Compliance Manager or the CEO if it is about



- Childrens safety
- Criminal matters
- One of our managers



If you make a complaint, we will

- Listen to you
- Treat your complaint in a fair way
- Tell you how we will manage the complaint
- Give you details of relevant external agencies
- Keep you up to date
- Let you know the decision that has been made
- Take actions to fix the problem



To fix the problem we will



- Look at the information
- Talk to you and other people involved
- Check if followed our policies and procedures
- Take actions to fix the problem



Actions to fix the problem might be

- More training for our workers
- Change our procedures (how we do things)
- Change our policies (our rules)



We will keep your complaint private

We may need to share information about your complaint if

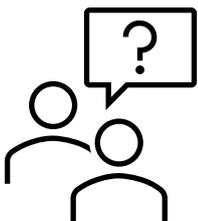


- The law says we must
- To keep you safe

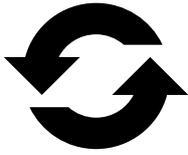
Have a question?

Want to know more?

Please ask our staff



Changes to our Complaints Policy



If we change this policy, we will put the changes on our website

Give feedback or make a complaint online using the QR Code below:

