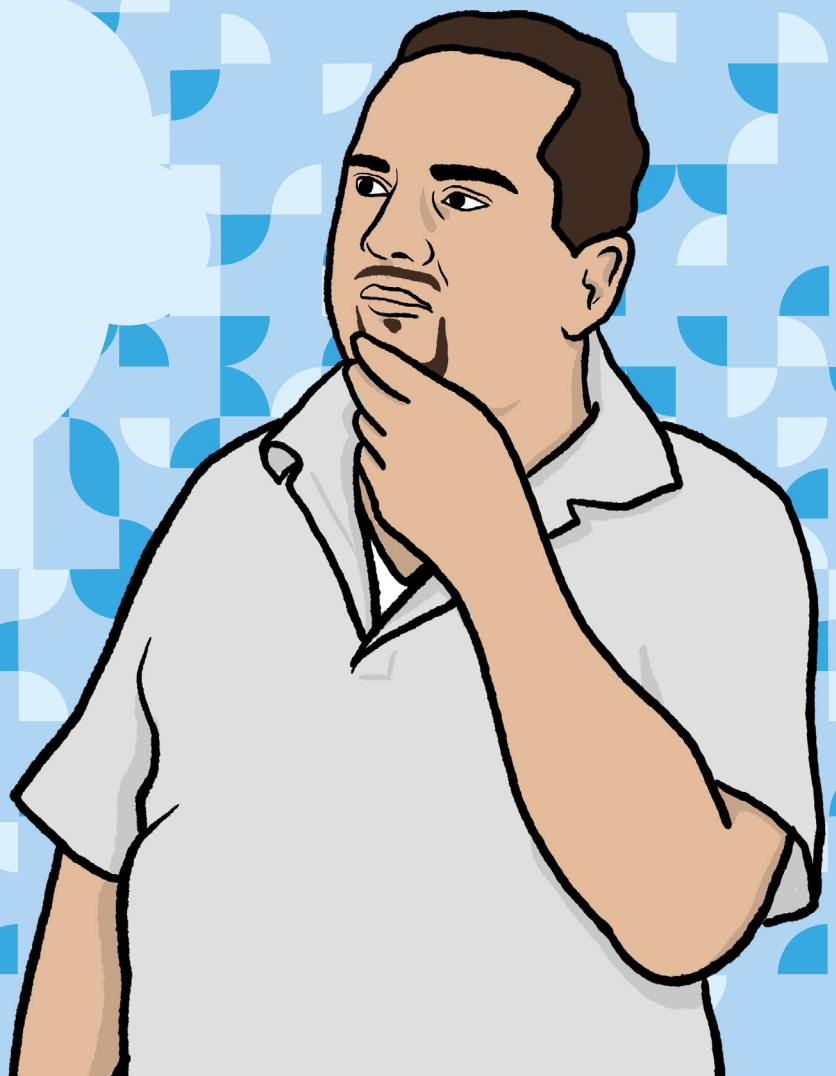


Feedback and Complaints Management



Contents



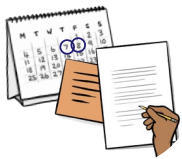
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Introduction



This information has been written by Kern Allied Health.

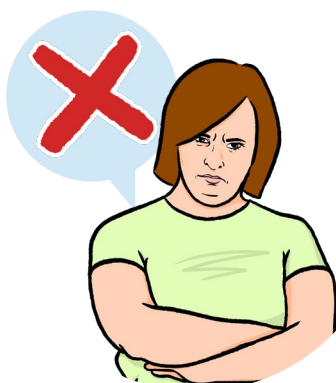
It explains our **policy** and **procedure** about **Feedback** and **Complaints** Management.



A **policy** and **procedure** is the way Kern Allied Health deals with things.



Feedback is when you tell us what you think. Feedback can be about the things we do well or the things we could do better.



Complaints are when you tell us that something is wrong.



Feedback and Complaints Management is important to us.



Feedback and complaints help us to improve our services and keep people safe.

Feedback



Feedback is welcomed by Kern Allied Health.



We share feedback with our staff group. It helps our staff to work well.

Information about how to make complaints



Your service agreement explains everything about the service that we are giving you and how to make a complaint.



If you are not happy with something you should speak to your therapist.

They can probably sort out the problem quickly and easily.



If you are still not happy

If you don't want to talk to your therapist, or you are not happy with what they say, you can make a complaint.



You can do this by:

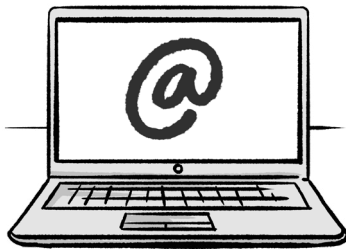
- writing to us



- coming to see us at one of our clinics



- filling in a Feedback and Complaints Management form. You can get one of these from any of our staff



- email:
info@kernhealth.com.au



- phone:
1300 122 155



- website:
<https://kernhealth.com.au/contact-us>



- asking any one of our staff to write your complaint down.

Or you can ask for help to make a complaint from:



- An **advocacy** service

Advocacy is when someone helps you to speak up, or speaks up on your behalf.



To find an advocacy service in your area go to www.ndiscommission.gov.au/participants/disability-advocacy



- Developmental Disability WA

They have an easy read guide about advocacy services in Western Australia.

Website: www.ddwa.org.au

Email: ddwa@ddwa.org.au



- Health and Disability Services Complaints Office (HaDSCO)

Phone: **6551 7600**
or **1800 813 583**



You can also complain to:

- The National Disability Insurance Scheme Quality and Safeguards Commission

Phone: **1800 035 544**
or **TTY 133 677**



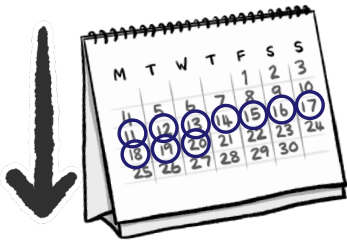
Website: **www.ndiscommission.gov.au/about/complaints**

What happens if you make a complaint?

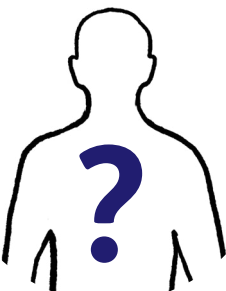


We will:

- contact you within 2 days to confirm that we have received your complaint
- tell you how long it will take to sort out the problem. Usually this will be less than 10 days later.



We may speak to other organisations about your complaint.



You can be anonymous

Anonymous means that you keep your name off the complaint.



No-one will know that it is you that has made the complaint.

It will be harder to investigate your complaint if you are anonymous.



Sorting the problem out

Our senior managers will look into your complaint.



They will contact you within 10 days to say what we think about your complaint.



They may speak with you on the phone or come and meet with you.



They will also decide how we need to improve our services.



Serious complaints

If your complaint is serious, we may have to involve another organisation.



For example, the National Disability Insurance Scheme.



This would be where there has been a serious accident, or someone has broken the law.



We will tell you if we involve another organisation. We will give them all the information they need about your complaint.



The way Kern deals with complaints

We will deal with your feedback or complaint in a way that is fair to everyone and right for you.



We will treat everyone with respect. We will respect each person's:

- culture – the way they do things, beliefs and religion



- values – the things that are important to people.



We follow the Government Rules for Disability Services when we deal with Feedback and Complaints Management.

Your rights when you make a complaint



Your **rights** are the laws that make things fair for everyone.



You have the right to:

- be treated fairly when you make a complaint



- be told how to make a complaint



- be safe when you make a complaint



- choose an independent person to support you to make a complaint



- keep things private if you want



- be treated with respect



- be told what is happening with your complaint



- complain to another organisation about your service at Kern Allied Health.

This could be the Government or the police



- be treated in a way that shows respect for your culture, your background, your faith and how you like to communicate.

What do you think about the way Kern deals with complaints?



Every year we will ask you what you think about our therapy services. It is called the Kern Allied Health client survey.



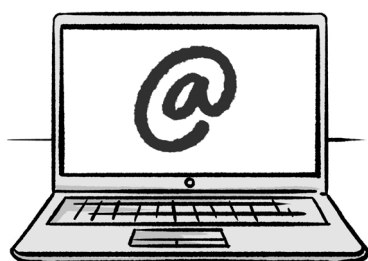
This is a good opportunity for you to tell us how we could improve things.

For more information



If you need more information, please contact us by:

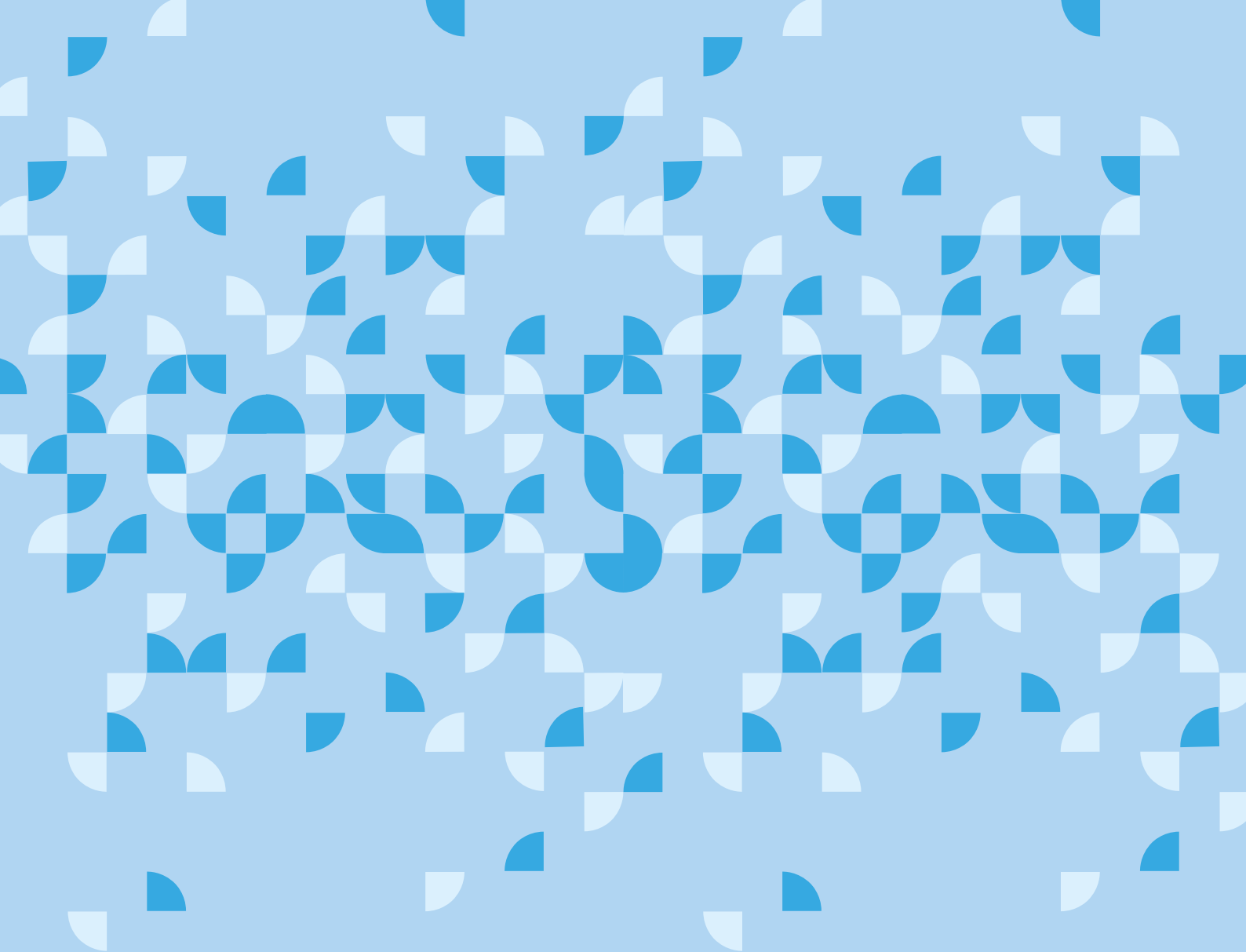
Freephone: **1300 122 155**



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