

The NSW Disability Services Standards align with the National Standards for Disability Services, including

**Feedback and complaints:**  
**When a person wants to make a complaint, the service provider will make sure the person's views are respected, that they are informed as the complaint is dealt with, they have the opportunity to be involved in the resolution process and may have the person of their choice to support them.**



For Information and Referrals Please Contact:

Pamela Templeton

Director of Services

Mater Dei Living Skills Program

Mater Dei Early Intervention Program

229 Macquarie Grove Road

Camden NSW 2567

T: (02) 4654 8726

E: [mareed@materdei.org.au](mailto:mareed@materdei.org.au)

9.00 am—5.00 pm Monday—Friday

during School Terms



# The Mater Dei Living Skills Program & Early Intervention Program

## Complaints Handling Process

Reviewed 18.12.14

Mater Dei is committed to ensuring that any person or Organisation using the Living Skills Program or the Early Intervention Program has the right to lodge a complaint or appeal a decision of the Organisation and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

Mater Dei will provide a Complaints and Appeals Management Procedure that

- is simple and easy to use
- is effectively communicated and promoted to all clients and stakeholders
- ensures complaints or appeals are fairly assessed and responded to promptly
- is procedurally fair and follows principles of natural justice, and
- complies with legislative requirements

#### **Mater Dei will**

- consider all complaints it receives
- treat all complainants with respect, recognising that the complaint is important to the complainant
- maintain confidentiality of parties involved, keeping any information private to those directly involved in the complaint and its resolution
- ensure advocacy is available to clients who make a complaint and require support
- resolve complaints, where possible, to the satisfaction of the complainant
- deal with all complaints in a timely manner
- keep parties to the complaint informed of the progress of the complaint
- ensure that the members of the Mater Dei Board of Directors, staff, volunteers and other relevant people are given information about the complaints procedure as part of their induction and are aware of procedures for managing client feedback and complaints
- ensure all children, students, young people, service users and stakeholders are aware of the Mater Dei Complaints Policy and Procedure
- ensure that a complainant is not penalised in any way or prevented from the use of services during the progress of an issue, and
- ensure that feedback data (both positive and negative) is considered in Organisational reviews and in planning service improvements

If you would like to register a suggestion or raise a concern, you may do so by completing this form and returning to the Director of Services.

Your Name: \_\_\_\_\_

(optional)

Contact Details: \_\_\_\_\_

(optional)

Suggestion and/or concern: \_\_\_\_\_

Do you wish to be contacted by the Director of Services: Yes / No