

## Making a complaint



The Can:Do Group is committed to providing high quality services, but sometimes we get it wrong. You can let us know where we have made a mistake by providing feedback or making a formal complaint.

The Can:Do Group takes all feedback and complaints very seriously, and views them as an opportunity to improve the services we provide. This document informs you of how you can make a complaint, and what to expect when you make a complaint.

### What can I make a complaint about?

You have a right to complain to Can:Do Group or the NDIS Commission (relating to your NDIS services) or the Aged Care Commission (relating to your CHSP Services) regarding any incident or issue that occurs during the delivery of our services, or in connection with our services.

### Your rights

We are committed to upholding your rights as a service user, including the right to:

- Be free from any reprisal following a complaint, such as any change to, or cancellation of, services.
- Be supported to report your complaint to the NDIS Commission or the Aged Care Commission if you are not satisfied with the way we respond to a complaint.
- Be involved in decisions related to resolving a complaint.
- Have your privacy and confidentiality protected.
- Remain anonymous if you choose.

### How to make a complaint

You can submit a complaint:

- Verbally by telephone on (08 81008200)
- In person
- In video format via Face Time/Skype
- Completing a complaint form
- In writing to: Can:Do Group, 59-61 Grange Road, Welland SA 5007

### Our complaints procedure

- The Complaints Manager will discuss with you (and your family/carer/advocate) all the details of the complaint, including the outcomes you would like to see.
- You will receive an acknowledgement of the complaint which will include the expected timeframe for your complaint to be resolved.
- If appropriate, we will conduct an investigation into the circumstances surrounding your complaint.
- You will receive information on the outcomes of your complaint and be given the chance to ask for a review or refer the complaint to the NDIS Commission ([www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)) or the Aged Care Commission ([www.agedcarequality.gov.au](http://www.agedcarequality.gov.au))
- We will use your complaint to review our systems, policies and procedures to improve our services.

### Our obligations

For all complaints made to us we will:

- Treat all complainants with dignity and respect.
- Attempt to resolve the issue to the best outcome for all parties, within 14 days.
- Keep you informed of developments regarding your complaint.
- Maintain records regarding your complaint.
- Provide support to access interpreters, translation, advocacy, or other support services where appropriate.
- Report any breaches of legislation to the relevant authority.

Some complaints can be resolved on the spot; however, others may require an investigation which can take time.

**The Can:Do Group will endeavour to resolve complaints as soon as we can, and keep you informed of the process.**