

Complaint, Comment and Compliment Policy (S-3)

Policy Area	Service Deliver
Policy Number	S-3
Version	002
Approval Date	1 April 2019
Review Date:	September 2021
Scope:	All workers, Board

Policy

We welcome any feedback and suggestions about improvements that could be made to any aspect of Inclusive Sport SA (ISSA) services.

Everyone has the right to make a complaint, comment or compliment.

This policy sets out the process for complaints, comments or compliments including those from participants and their families. It is not applicable to worker grievances which should be addressed using the Grievance Procedure (HP-2).

How to make a complaint, comment or compliment

ISSA values everybody’s feedback and encourages you to contact us if you have concerns about any aspect of the service. Your feedback and suggestions help us improve the quality of ISSA and the management of the organisation.

Complaints, comments and compliments can be made in person, in writing, by phone, by e-mail or any other way that suits you.

If you are unsure about how to make a complaint, comment or compliment, ask someone you trust to help you.

The complaint process

Complaints are discussed only with the people involved in the investigation and/or to resolve the complaint.

Informed consent for the sharing of information will be obtained and respected unless

- it is unsafe or impossible to obtain consent
- consent has been refused.
- without information being shared it is anticipated a vulnerable person will be at risk of serious harm, abuse or neglect or pose a risk to their own or public safety.

Every complaint will be recorded in the Complaint Register and followed up.

A senior staff member at ISSA will be asked to follow up complaints. They will investigate what has happened and make suggestions to resolve the issue.

Everyone has the right to know the outcome of their complaint. If you make a complaint, someone will contact you within a couple of days to let you know that your complaint has been received and what progress has been made in the investigation and resolution of your complaint.

If you are not happy with how your complaint was resolved, then tell someone in ISSA management. You should let the Chief Executive of ISSA know if you are not happy with the way your complaint was handled or if you were not happy with the outcome.

If you are still not happy, these helpful organisations may assist you:

- Disability Advocacy and Complaints Service 7122 6030
- Independent Advocacy 8232 6200
- Citizen Advocacy 8410 6644
- Multicultural Advocacy (MALSSA) 8351 9500
- Health and Community Services Complaints Commissioner 8226 8666
- Disability SA 8348 6000
- Office of the Public Advocate 8342 8200

Related Documents and Further Information

- S-1 Member Protection Policy
- HP-2 Grievance Procedure

	Chief Executive	
Signed	Position	Date