



COMPLAINTS AND DISPUTES PROCEDURE

If you are not happy with our service, you have the right to complain.

Ability Incorporated Advocacy Service will provide advice for consumers, members of the community and service providers, in using the Complaints Procedure.

Please follow our complaints procedure below:

- STEP 1:** Individuals should try to resolve the issue by speaking directly to the person they have a complaint with, if they feel comfortable to do this. If an individual is still not satisfied, go to step 2.
- STEP 2:** Speak to Ability Incorporated Advocacy Service's manager about your grievance or complaint.
- STEP 3:** If the problem or complaint is still not to an individual's satisfaction they can contact the complaints committee by writing to the president PO Box 714 Alstonville NSW 2477 or by ringing the Disability Complaint Resolution and Referral Service on 1800 880 052.

COMPLAINTS INFORMATION

- A consumer can choose a support person to assist them to make a complaint. This person may be a family member or a friend.
- If an external advocate is requested to support the individual to make a complaint, we can assist by offering information and support to them by providing the contact details of other agencies.
- All complaints are dealt with confidentially and in strict confidence.
- All complaints are dealt with promptly and professionally. We will work out a strategy to resolve the issue within a reasonable time.
- The complaints process and outcome will be recorded on our complaints register.
- Ability Inc. Advocacy Service will follow up with complaints to ensure individuals are fully satisfied with the resolution.
- If individuals are still not satisfied, they can ask for the complaint to be dealt with by one of the following external organisations:



Australian Human Rights Commission

Telephone: (02) 9284 9600

Complaints Info line: 1300 656 419

TTY: 1800 620 241 **Fax:** (02) 9284 9611

Email - Complaints

To make an enquiry email complaintsinfo@humanrights.gov.au.

Anti Discrimination Board of NSW

Telephone: 02 9268 5544

TTY: 02 9268 5544

Free Call: 1800 670 812

Email: adbcontact@agd.nsw.gov.au

Complaints Resolution and Referral Service (CRRS) & The Hotline

Freecall: 1800 880 052

TIS: 13 14 50

TTY: 1800 301 130

Website: www.disabilityhotline.net.au www.crrs.net.au

National Disability Abuse and Neglect Hotline

The National Disability Abuse and Neglect Hotline is a free service which receives reports of abuse and neglect of people with disability. The Hotline provides referrals and makes reports to relevant agencies for investigation.

Complaints Resolution and Referral Service

The CRRS is an independent, impartial resolution and referral service for people with disability registering complaints about disability employment network, vocational rehabilitation and advocacy services funded by the Australian Government.

People with Disability Australia

Phone: 02 9370 3100

Toll Free: 1800 422 015

Fax: 02 9318 1372

TTY: 02 9318 2138

TTY Toll Free: 1800 422 016

Email: pwd@pwd.org.au



NSW Ombudsman's Office (NSW)

Telephone: 02 9286 1000
TTY: 02 92648050
Free Call: 1800 451 524 (STD)
Email: nswombo@ombo.nsw.gov.au

Australian Centre for Disability Law

Telephone: (02) 8014 7000
Toll Free: 1800 800 708
TTY: 02 9310 4320
Email: advice@disabilitylaw.org.au
info@disabilitylaw.org.au (for non legal advice)

Intellectual Disability Rights Service

Telephone: (02) 9318-0144
Free call: 1800 666 611
Email: info@idrs.org.au