



Complaint Handbook

This handbook is to help you understand how Southern Disability Advocacy (SDA) responds to the situation where someone from SDA has said or done something that you don't think is right or that has made you angry or upset.

If you want to complain about SDA you can tell them yourself - if you want to. If that is too difficult to do, you may ask to speak to someone on the Committee of Management. The Committee of Management is the boss of SDA staff. You can do this by telephoning 9533 5977 and asking for someone from the Committee to call you. The member of the Committee that is to call you must contact you quickly and will work to sort out your complaint. If talking to someone at SDA about your complaint is too difficult you can put your complaint in writing to us. You can do this by sending us a letter or completing our Complaint Form. Phone 9533 5977 and ask for it to be sent to you.

You can have assistance from someone else, such as a family member, a friend, carer or advocate in making a complaint about SDA.

Another way to make a complaint about SDA is to speak to people outside of SDA and ask for their help in sorting out the problem with SDA. If you are not happy with the way SDA handles your complaint or dispute you can speak to outside people as well.

This is a list of organisations that can help you with a complaint you may have about SDA:

- The Office of the Public Advocate: Phone: 1800 309 337
- Villamanta Legal Services: Phone: 1800 014 111
- Victorian Advocacy League for Intellectual Disability (VALID) 9416 4003
- Victorian Mental Illness Awareness Council (VMIAC) 9387 8317
- Department of Social Services. Phone: 1800 634 035
- Disability Abuse and Neglect Hotline: Phone: 1800 880 052
- Complaints Resolution & Referral Service Phone: 1800 880 052

Remember:

- ✓ Your complaint is only between you and the people you tell.
- ✓ You won't get into trouble for speaking up.
- ✓ Southern Disability Advocacy will make sure your complaint is sorted out within the time everyone agreed on.
- ✓ Your complaint will be kept confidential in your secure file in the office.
- ✓ You can see it at any time if you wish. Simply talk to the Program Manager to arrange a time.
- ✓ The Committee of Management is the boss of SDA staff. They must be told about complaints about SDA staff so the problem can be sorted out. This means your complaint will be included in the report written by staff to the Committee of Management. You can request that your complaint be reported to the Committee without your name.
- ✓ If you are upset about the way someone outside SDA is treating you, then you can tell the SDA Program Manager.