



## Policy Summary

### Complaints and Feedback

At Assist Community Services when a person wants to make a complaint we will make sure the person's views are respected, that they are informed as the complaint is dealt with and they have the opportunity to be involved in the resolution process.

### What does this mean for participants?

- Each person is treated fairly by Assist Community Services when making a complaint.
- Assist Community Services will afford all complaints the highest standard of confidentiality.
- Each participant and their family/carer are provided with information and support on how to make a complaint.
- Assist Community Services has developed appropriate policies and procedures to investigate, manage and review complaints. See our Complaints Pictorial included in the Welcome Pack.
- Assist Community Services provides referrals and information to external bodies for complaint management as requested or required. See the list of external agencies in the Complaints and Feedback section of our Policy and Procedures Manual.
- Assist Community Services will ensure your complaints are managed in a timely manner.
- Assist Community Services will ensure complaints can be lodged without fear of retribution or removal of service.
- Assist Community Services will ensure that complaints are resolved within a designated timeframe.

More detailed information on our Complaints and Feedback Policy is available in our Policy and Procedures Manual.

