

Client Services Feedback/Complaints Information Sheet

Feedback/Complaints

Muscular Dystrophy SA recognises the rights of all people with a neuromuscular condition and their families/carers to provide feedback and raise concerns and have them addressed. We will support you throughout the feedback/complaint process and value your comments because they help to shape our services to better meet your needs.

What You Can Do

Firstly, talk to the person who has been working with you. Let them know if you are satisfied or not satisfied with something so they have a chance to fix things as quickly as possible if necessary.

You may prefer to speak to someone more senior, such as the Chief Executive Officer (CEO), Client Services Manager or Muscular Dystrophy SA Board of Management.

Giving Us Your Feedback

Did we do something well? Did we make a mistake? Do you have an idea about how we can do something better? Muscular Dystrophy SA welcomes any positive feedback, suggestions or identification of any mistakes we have made. You can do this by completing our Feedback/Complaint form and sending in to Client Services, P.O Box 24, Torrensville Plaza, S.A. 5031. A member of Client Services will be in contact with you as soon as possible to discuss your comments.

Making a Formal Complaint

If you haven't been able to resolve a concern, you may wish to make a formal complaint. You can do this by:

- Deciding whether you need help to make the complaint (this might be help from a family member, friend, interpreter or advocacy service).
- Deciding who you wish to receive the complaint. This could be the Chief Executive Officer, Client Services Manager or one of the Client Services Coordinators.
- Making your complaint formal by putting it in writing to that person by:
 - Filling out a Consumer Feedback/Complaints Form which is available from the Muscular Dystrophy SA office. Staff can assist you to fill in the form if you wish
OR
 - Write a letter and include your name, address, contact details and a description of what you are happy/unhappy about, the services and/or people involved, the location and any other details you feel are relevant
OR
 - Contacting a staff member and asking them to record feedback/complaints for you.

Please Note: If your complaint relates to allegations of a criminal nature it should be directed to the Chief Executive Officer, P.O Box 24, Torrensville Plaza 5031 and marked CONFIDENTIAL, and sent to the police.

What Happens Next?

When you make a written complaint, you will be contacted by the person who you sent the complaint to or by a person assisting them usually within five working days of Muscular Dystrophy SA receiving the complaint.

At this point you may like to:

- Discuss the issue with those directly involved, this may be over the phone or by arranging a meeting at a suitable location.
- Discuss the issue directly with the Chief Executive Officer.
- Discuss the issue with Muscular Dystrophy SA Board of Management.

If you are still not happy with the outcome you may like to take the issue to an outside organisation to resolve the issue. Muscular Dystrophy SA can assist you with any of the above steps.

Privacy Information

Muscular Dystrophy SA will keep all information relevant to the issue, including any investigation, feedback and resolution at its office, 36-38 Henley Beach Road, Mile End 5031. All information will be kept confidential.

What Are Your Rights?

- You will not be disadvantaged by making a complaint.
- You can get support to help you make a complaint.
- You can give us extra information to support your complaint and you can ask us for information to help you explain the issue.
- You can ask how the person or service you complained about responded to your complaint.
- Depending on the issue, we will respond as quickly as possible to your complaint.
- If you choose to, the complaint can be investigated by a person who is not connected with the situation being complained about.
- Your privacy and dignity will be respected and the complaints process will be handled in strict confidence.

What are Your Responsibilities?

- If you can give us as much information as possible so we can investigate the complaint properly.
- Formal complaints should be in writing or confirm what is being written on your behalf when it is read back to you.
- If you have chosen an advocate to help you, let us know the name or the organisation you have chosen.
- If you are not happy with any person who may be investigating your complaint, please tell the person who you sent the complaint to.
- Clear and constructive communication is encouraged for us to be able to try and resolve your complaint.

The Person You Are Complaining About Has Rights Too

- They have a right to seek support through the process.
- They need to have enough information about the complaint so they can respond properly.
- They have a right to give Muscular Dystrophy SA their view of the issue.



- They have a right to their privacy being respected and know that the complaint process will be handled in strict confidence.
- They will be informed of any decision made by Muscular Dystrophy SA and the reasons for that decision.

Still Not Happy?

If we have investigated your complaint and the issue has not been resolved to your satisfaction, you may want to take the issue further- to someone outside of Muscular Dystrophy SA. You can direct your complaint to any of the following:

Health and Community Complaints Commissioner (HCSCC)

PO Box 199 Rundle Mall
Adelaide SA 5000
Tel: 8226 8666
Toll Free: 1800 232 007
Email: info@hcsc.sa.gov.au
Website: www.hcsc.sa.gov.au

Equal Opportunity Commission

GPO Box 464
Adelaide SA 5001
Tel: 8207 1977
Toll Free: 1800 188 163
TTY: 8207 1911
Email: eoc@agd.sa.gov.au
Website: www.eoc.sa.gov.au

Department of Human Services

GPO Box 292
ADELAIDE SA 5001
Tel: 8226 8800
Email: enquiries@dhs.sa.gov.au
Website: www.dhs.sa.gov.au

Advocacy Organisations:

Disability Rights Advocacy Service Inc

Shop 4, 80 Henley Beach Road Mile End 5031
Ph: 8351 9500
Website: www.dras.com.au

DACSSA Inc. – Connecting to Community

29 High St, Kensington, SA 5068
Ph: 7122 6030
Website: www.dacssa.org.au

Advocacy for Disability Access & Inclusion Inc

5 Ninth St, Bowden SA 5007
Ph: 8340 4450
Website: www.advocacyfordisability.org.au

This document can be made available in different languages and alternative formats upon request

