

# FAMILY FEEDBACK & COMPLAINTS



## INTRODUCTION

Irabina Autism Services welcomes feedback, including complaints, from our families. They allow us to correct any problems with our service, give us a chance to re-establish our relationships, and enable us to learn how to improve our service quality.

[Irabina Autism Services defines a complaint as any expression of dissatisfaction with our service.](#)

## PRINCIPLES

Families have the right to know what they can expect from our services. Irabina Autism Services complaint handling processes will be consistent with current complaint handling standards.

The complaint handling will be consistent with the Principles and Objectives of the Disability Services Act Vic (2006)

## GUIDELINES

[Irabina Autism Services family feedback and complaints system demonstrates that:](#)

Management and staff are committed to its effectiveness,

It is fair to both complainant and respondent,

It has sufficient resources,

Procedures for feedback, including the right to complain, are publicised,

The complaints procedure is easily accessed,

Consumers who wish to complain have assistance and help from the advocate of their choice,

Staff respond courteously to feedback and complaints within two working days, and

There are appropriate remedies.

## IRABINA AUTISM SERVICES WILL:

Collect non identifying data on family complaints and feedback,

Use the information to identify underlying causes of problems, and

Correct any problems and improve the quality of our services.

Recognising that there may be barriers discouraging consumer feedback and complaints, Irabina Autism Services takes the family perspective into account by:

Ensuring that the complainant does not deal with staff who were involved in the problem.

Enabling families to choose from several feedback procedures.

Having only one tier or stage in our complaints handling system.