

Complaints & Feedback Policy

Westgate Community Initiatives Group (WCIG) recognises that the quality of our services is critical to the satisfaction and success of our service users and therefore our own success, and that all feedback is valuable.

WCIG also recognises that all service users have a right to lodge complaints and to seek resolution in a responsive, supportive and timely manner.

The purpose of this policy is to describe the approaches taken by WCIG in order to provide service users with an accessible, effective, and transparent complaints and feedback handling system and continually improve our systems to enhance the experience of service users engaging with WCIG.

This policy applies to all service users and staff and to all business activities undertaken by WCIG. Students wishing to register appeals against assessment outcomes are to refer to the [Complaints and Appeals Policy TRG_P019](#).

Policy

The Westgate Community Initiatives Group Inc. will:

- Actively seek feedback to improve levels of service
- Celebrate positive feedback
- Review and revise practice and processes as a result of feedback and complaints
- Create an atmosphere of trust and open communication so that complaints are dealt with constructively
- Provide a transparent, accessible, effective and user-friendly feedback and complaints processing system
- Record and provide timely responses to all complaints
- Recognise, promote and protect service user's rights to provide feedback or complaints without fear of reduction in services or retribution
- Offer complainants guidance and access to advocacy
- Ensure respect and confidentiality to all parties when a complaint is received
- Immediately refer any situation that involves the breaking of law to the appropriate external agency
- Offer complainants right of appeal against decisions made
- Retain records of complaints in accordance with regulatory and service standard requirements
- Provide staff with training on complaints handling

External advocacy services' contact details

WCIG provides clients with access to external advocacy services that specialise in handling complaints for specific service users. The following is a listing of advocacy services and is not finite.

Disability Employment Services - Complaints Resolution and Referral Service (CRRS)

CRRS is an independent complaint handling service for clients of the Commonwealth Department of Social Services.

Telephone: 1800 880 052

Email crrs@workfocus.com

Website: www.jobaccess.gov.au/complaints

Victorian Registration and Qualifications Authority (VRQA)

For issues in relation to training programs, apprenticeships and traineeships, please call the VRQA on 1300 722 603.

NDIS Commission

NDIS Commission deals with all complaints regarding the NDIA and the provision of NDIS supports.

Phone: 1800 035 544

TTY: 133 677

Website: <https://www.ndiscommission.gov.au/about/complaints>

NDIS Advocacy

For information on Advocacy or where to find an Advocate in your area please follow this link:

<https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

Youth Services / Better Futures / Home Stretch

DFFH 1300 884 706 or

The Complaints Unit

GPO Box 4057

Melbourne Victoria 3000. Email: central.feedback@dhhs.vic.gov.au

Related standards

AS/NZS ISO 9001:2015 - Standard 5.1.2, 8.2.1, 9.1.2

National Standards for Disability Services – Standard 4

Human Service Standards - Standard 1