

EASY READ

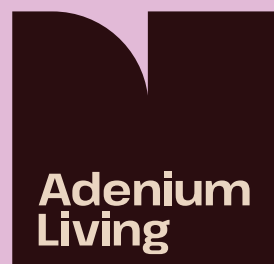


## Complaints and Feedback Policy EASY READ



[adeniumliving.com.au](https://adeniumliving.com.au)

SPECIALIST  
DISABILITY  
ACCOMMODATION



# Adenium Living **Complaints and Feedback Policy**

How we manage complaints and feedback

EASY READ summary

## How to use this factsheet

When you see the word 'we', it means Adenium Living.

We have written some words in **bold**.

This means the letters are thicker and darker.

We explain what these words mean.

There is a list of these words on page 7 and page 8.

This Easy Read policy is a summary of another policy.

This means it only includes the most important ideas.

You can find the other policy on our website at

[www.adeniumliving.com.au](http://www.adeniumliving.com.au)

You can ask for help to read this policy. A friend, family member or support person may be able to help you.

## What's in this policy?

### Why we have a Complaints and Feedback Policy

A **policy** is:

- a plan for how to do things
- where rules come from

We have a Complaints and Feedback Policy because everyone has the right to:

- give **feedback**
- make a **complaint**

Feedback is when you tell someone about:

- a problem
- something they have done well
- how they could do something better.

A complaint is when you talk to us because something has gone wrong with your supports or services. Complaints are more serious than feedback. We want to hear your feedback and complaints so we can make sure people with disability get good services.

## Our Guiding Principles

We have five important ideas that guide us when we manage a complaint. These ideas are called our Guiding Principles.

Our Guiding Principles include:

- Integrity
- Accessibility
- Responsiveness
- Appropriateness
- Integration.

We explain each of these in more detail on the next few pages.

### Integrity

**Integrity** is when you:

- can be trusted
- do what you say you will do.

We will treat people with:

- respect
- fairness.

We will:

- listen to you
- protect your privacy
- tell you what's happening.

### Accessibility

When something is **accessible**, everyone can use it.

This might be:

- a place or a building
- transport
- a service
- information
- a website.

We make sure our complaints process is accessible.

You can make a complaint:

- by phone
- by email
- by writing a letter
- in person.

You can also use:

- **TTY** – a special device that lets you type messages into the phone instead of talking
- an **interpreter** – someone who speaks your language and helps you understand what someone else is saying
- a support person
- an **advocate** – someone who speaks up for you if you can't speak up for yourself.

### **Responsiveness**

**Responsiveness** is taking action to manage your complaint quickly.

We will try to fix your complaint when you tell us about it.

But we might need more time.

As we manage your complaint, we will let you know:

- what will happen next
- how long we think it will take to fix your complaint
- if you need to give us more information
- what we think the result of your complaint will be.

We will tell you what is happening as we work on your complaint.

### **Appropriateness**

**Appropriateness** is working in a way that suits your needs.

We will manage your complaint in a way that:

- suits your needs
- is right for your type of complaint.

### **Integration**

**Integration** means working together.

If your complaint involves other organisations or services, we will work with them to fix it.

## How we manage complaints

There are 7 steps to how we manage a complaint.

After we receive a complaint, we will:

1. Contact you to let you know we have received your complaint.  
We might need to ask you for more information at this time.
2. Look at the complaint to work out how:
  - serious it is
  - quickly we need to deal with it

We will also look at how you want the complaint to be fixed.

We might be able to fix your complaint at this stage.

3. Make a plan for the best way to manage your complaint, if we can't fix it quickly.  
We might need a plan for complaints that need an investigation.  
An investigation is when you look into an issue carefully to find out what's happened.
4. Carry out our investigation
5. Tell you how our investigation went and what we found out.  
We may also tell you how we will fix your complaint.
6. Check in with you to make sure you are happy with how we managed your complaint.
7. Think about if we need to change the way we work so other people don't complain about the same thing in the future.

## Privacy and consent

We will follow the laws that protect your privacy.

You don't have to share your personal information with us if you don't want to.

But, if you don't share your personal information with us, we may not be able to manage your complaint in the best way.

If you are making a complaint for someone else, we will also make sure that person has given you **consent** to do that for them.

If someone gives consent, they say it is ok to do something.

## What our staff will do

All our staff support our Feedback and Complaints Policy.

You have the right to make a complaint. You may raise the concern or complaint at a house meeting. You can also speak to your support worker, obtain assistance from an advocate, family member or friend, or raise the concern with us on (08) 7095 5590.

Our team will:

- welcome complaints and feedback and see them as a chance to improve
- ensure we follow our policy on complaints and feedback
- try to fix your complaint within 10 working days.
- keep a record of your complaint.

## How can you make a complaint to us?

You can call us on (08) 7095 5590.

You can email us at [hello@adeniumliving.com.au](mailto:hello@adeniumliving.com.au)

You can visit us at 28 Greenhill Road, Wayville

You can call us via the National Relay Service. Please visit this website to choose the option you need to use

[www.accesshub.gov.au/about-the-nrs/nrs-call-numbers-and-links](http://www.accesshub.gov.au/about-the-nrs/nrs-call-numbers-and-links)

## If you are not happy with our response, who can you contact?

If we are unable resolve your complaint, you can raise your complaint with the NDIS Quality and Safeguards Commission

Phone: 1800 035 544

Email: [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

### Other contacts if you need:

- Consumer and Business Services Phone 131 883 or visit them at 4-6 Chesser Street, Adelaide
- RentRight SA Phone 08 8405 8500 or visit their website to find their closest office <https://www.syc.net.au/south-australia>
- If the dispute or complaint has not been resolved, you can ask SACAT to resolve it with us. Phone 1800 723 767 or visit them at Level 4, 100 Pirie Street, Adelaide

## Word list

### Accessible

When something is accessible, everyone can use it.

This might be:

- a place or a building
- transport
- a service
- information
- a website

### Advocate

Someone who speaks up for you if you can't speak up for yourself.

### Appropriateness

Appropriateness is working in a way that suits your needs.

### Complaint

When you talk to us because something has gone wrong with your supports or services.

### Consent

If someone gives consent, they say it is ok to do something.

### Feedback

When you tell someone about:

- a problem
- something they have done well
- how they could do something better.

### Integration

Working together.

### Integrity

Integrity is when you:

- can be trusted
- do what you say you will do.

### Interpreter

Someone who speaks your language and helps you understand what someone else is saying.

## **Investigation**

When you look into an issue carefully to find out what's happened.

## **Policy**

A policy is:

- a plan for how to do things
- where rules come from.

## **Responsiveness**

When someone is responsive, they take action to manage your complaint quickly.

## **TTY**

A special device that lets you type messages into the phone instead of talking.

## **National Relay Service**

A service that helps you to talk to us if you have hearing difficulties or if your speech is not clear or if you need someone to help you to speak or understand.

This easy read policy was published by the NDIS and has been adapted by Adenium Living.

This means that we agree with their policy, and we have changed it to show how we use it in South Australia.