

Complaints Brochure

Easy Read – English



This brochure is about complaints.

A complaint is when you tell someone when:

- something has gone wrong
- you are unhappy with the services we give you.

How to use this brochure.

Uniting WA wrote this brochure.



When you see the word 'Uniting', 'we' or 'us', it means Uniting WA.

This brochure is written in an easy to read way.

We use pictures to explain some ideas.



You can ask for help to read this brochure.

A friend, family member or support person may be able to help you.

You can request this brochure in another language or format.



You can complain.

If you are not happy with our service, you have the right to complain.



It is okay to complain.

Your feedback helps us to learn from our mistakes and make our service better.



How to make a complaint.

You can talk directly with our team.

Sometimes they can fix the problem quickly.



If you are unhappy with their response, you can make a formal complaint to our Complaints Officer.

How to make a complaint to our Complaints Officer.

You can make a complaint to our Complaints Officer:



- by phone: 1300 663 298



- by email: complaints@unitingwa.org.au



- by post: **Complaints Officer**

Uniting WA
GPO Box B74
PERTH WA 6838



You can also ask for a time to talk with our Complaints Officer in person.

Help and support to make a complaint.

You can ask someone you trust like a friend or parent to help you make a complaint.



You can ask an Advocate to help you make a complaint.

An Advocate is someone who helps you to speak up for yourself.

We can help you find an Advocate if you need one.

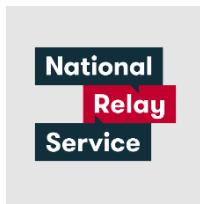
If you need an interpreter, you can use the **Translating and Interpreting Service (TIS)**.



Phone: 13 14 50

Website: www.tisnational.gov.au

If you are deaf, or have communication problems, you can use the **National Relay Service**.



Phone: 13 36 77

Website: www.relayservice.gov.au

What happens next?



Our Complaints Officer will tell you when we have received your complaint.



Our Complaints Officer might contact you for more information about your complaint.



Once we understand your complaint, we might need to investigate the problem.

Investigate means we will look into the problem carefully to find out what happened.

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



We will try to resolve your complaint within 15 days.

Resolving a complaint means making changes so that we do things better.



Once we have finished, we will tell you how our investigation went and what we found out.

We may also tell you how we will fix the problem.



What if I am not happy with the outcome?

If you are not happy with the outcome of your complaint, you can request a review.

You can do this by contacting our Complaints Officer by calling **1300 663 298** or by emailing complaints@unitingwa.org.au.

External review process.

We might connect you to an external agency for an independent review of your complaint if:

- we are unable to resolve your complaint
- your complaint has been reviewed by our Complaints Officer and remain unhappy with the outcome
- you are not happy with how we have handled your complaint.



The external agency who can review your complaint depends on what your complaint is about.

Some external agencies have been listed on pages 5 and 6.

Privacy.

We will keep your complaint private.



Only people who try to fix the problem will be told about your complaint.

We will keep a record of your complaint.

You can find out more about privacy in our [Privacy Brochure](#).

External Agencies

If you're a NDIS participant, you may make a complaint to the NDIS Commission, or the Health and Disability Services Complaints Office.

NDIS Commission



Phone: 1800 035 544

Website: www.ndiscommission.gov.au

Health and Disability Services Complaints Office (HaDSCO)



Phone: 1800 813 583

Website: www.hadsco.wa.gov.au

If your complaint is about our advocacy program – Your Say, you can contact the Complaints Resolution and Referral Service.

Complaints and Resolution Referral Service (CRRS)



Australian Government

Phone: 1800 880 052

If your complaint is about discrimination, you can contact the Australian Human Rights Commission.

Australian Human Rights Commission



Australian
Human Rights
Commission

Website: <https://humanrights.gov.au/complaints/make-complaint>

If your complaint is about community housing, you can contact the WA Housing Authority.

WA Housing Authority

(Department of Communities Complaints and Feedback Unit)



Phone: 1800 333 325

Website: www.wa.gov.au/organisation/departments-of-communities/departments-of-communities-housing-complaints-and-feedback