



# Complaints and Feedback Policy



**Easy read**

**November 2024**



## About this Easy Read



Vinnies wrote this fact sheet.

When you see **we** or **us**, it means Vinnies.



This easy read is a summary of our

Complaints Policy.

We use pictures to explain some ideas.

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

explain what these words mean.



You can ask for a copy of the Vinnies

Feedback and Complaints Policy.



# Feedback and Complaints

## This factsheet will tell you about

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# What are feedback and complaints?

**Feedback** is when you can tell us



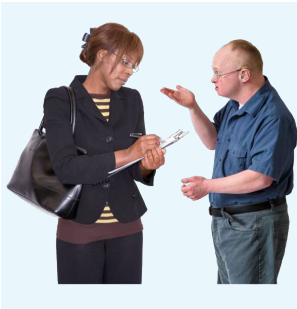
- what you like about our services, programs or Vinnies workers
- what you think about our services or programs.

A **Complaint** is when you tell us



- you are **not** happy with something and
- want change.

You can give us feedback or make a complaint if you receive assistance or services from Vinnies.



## How to give feedback or make a complaint

You can give feedback or make a complaint to



- the service or program
- your support worker or
- the service manager.

Make a complaint to **Vinnies People and Culture Manager**



- Phone: (03) 6333 0822
- Email: [complaints@vinniestas.org.au](mailto:complaints@vinniestas.org.au) or
- Mail:



Vinnies People and Culture Manager  
State Office  
191 Invermay Road  
Invermay TAS 7248



## What complaint should you tell Vinnies about?

You can tell us if you are **not** happy about



- our services and programs
- Vinnies worker's behaviour or attitudes
- information you have or have not been given
- how you are treated
- if you do not feel safe
- how we communicate with you
- the access to our services
- how long it took to receive help.





## How Vinnies will manage your complaint



Where possible, complaints will be managed by the service or program.

If it cannot be fixed in 5 days, the complaint will be sent to the Vinnies People and Culture Manager.

Complaints about



- criminal matters - like stealing
- children's safety
- serious misconduct by Vinnies' workers
- workers in senior positions

will be sent to the Vinnies People and Culture Manager.



## How Vinnies will manage your complaint

If you make a complaint, we will



- listen to you
- treat your complaint in a fair way
- tell you how we will manage the complaint
- keep you up to date
- let you know the decision that has been made
- take action to fix the problem.

Your complaint helps us to



- give you better support
- improve our services and programs.





## How Vinnies will manage your complaint



We will

- look at the facts
- look at the information
- talk to you and the people involved
- check if Vinnies policies have been followed
- take action to fix the problem like
  - give extra training to Vinnies workers
  - change how we do things.





## How Vinnies can support you

### If you need help Vinnies can



- call a Translation or Interpreting Service
- talk to you using the National Relay Service
- help you fill out the Complaints and Feedback Form
- link you into an advocacy service.

We will **not change the way we** treat you if you tell us



- what you think or
- how you feel.

You will **not** lose your service or support.



## Record keeping



We will keep all information about your complaint for a minimum of 7 years.



We will keep your complaint private.



We may need to share information about your complaint if

- the law says we must

Or

- to keep you safe.





## Who else can you talk to?



If you are not happy with

- Vinnies decision about your complaint

Or

- how Vinnies has handled your complaint.

You can ask Vinnies to review the complaint or decision within 25 days.



You can make a complaint about Vinnies to the NDIS

- Phone: 1800 035 544
- For Interpreters Phone: 131 450
- Email: [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)





## For more information



You can ask for a copy of our Complaints and Feedback Policy.



For help with this document talk to

- your support worker or service manager
- a family member or friend
- an advocate.