

It's OK to speak up about things you are unhappy with and talk about things that make you worried, nervous, or scared. You can talk to a staff member who supports you, your Team Leader or another manager at disAbility Living.

Even if it is something small, we will always take your concern seriously. We will try to resolve the issue and work with you to find the best solution possible.

You can make a complaint or raise a concern by:

- Writing a letter
- Sending an email
- Filling out a complaint form (available from your Team Leader or Head Office)
- Talking to us in person
- Talking to us by phone
- Getting someone you trust to speak to us on your behalf.



What is an advocate?

An advocate is someone who can listen to you and speak for you when you need. You can ask to use the services of an advocate at any time. We will help you to arrange this. We will also give you information about other services that can support you to make a complaint.

CONTACT US

Address: 6 George Street,
Stepney, SA 5069

Phone: (08) 8132 5400

Email: ClientEngagement@dli.org.au



Registered NDIS Provider



COMPLAINTS AND FEEDBACK



dli.org.au

RESPONDING INFORMALLY TO YOUR COMPLAINT

- We will let you know we have received your complaint or concern within seven days.
- We will tell you how long it will take for us to investigate the issue.
- We will tell you who is responsible for looking into your complaint and how they will deal with it.
- The person responsible will tell you what they find out and what they are going to do about it.
- If the person responsible can't deal with the problem, or if you are not happy that your complaint or concern is being dealt with informally, you can raise a formal complaint.



INDEPENDENT ADVICE

If you are not happy with how we have dealt with your complaint you should contact:

- Disability Advocacy and Complaints Service of South Australia Inc on 08 7122 6030
- The South Australian Community Visitor Scheme on 1800 606 302
- NDIS Quality and Safeguards Commission on 1800 035 544
- Ombudsman SA on 08 8226 8699

Did you know?

If your complaint is about another person, that person may need to know that you have made a complaint about them. We will support you and make sure you are safe should this happen.

RESPONDING FORMALLY TO YOUR COMPLAINT

- A manager will be directed by the Chief Executive Officer (CEO) to support you.
- The manager will meet with you (and your advocate) to discuss your complaint or concern.
- The manager will assess how to deal with the complaint.
- Together with your advocate, you will discuss what action or outcome will be the best resolution to make things right for you.
- You and the manager will agree:
 - What needs to happen
 - A timescale to make things happen
- What you discuss and agree on will be written down.
- Following any necessary investigations, the manager will tell you about the outcome of those investigations.

