Fairhaven wants to provide great services and we need your help to do this. If you are not happy about your service, we want you to tell us so we can make it better.

If you make a complaint to Fairhaven, we will

* take the complaint seriously
* take action on the complaint quickly
* treat everyone fairly
* never punish anyone for making a complaint

**What can I make a complaint about?**

You have a right to complain about any problems or concerns with the services we provide. For example, you can make a complaint if you think that:

* You have not been given fair access to our services
* You have not been given a service in the way you need it
* We have not talked to you before making decisions
* We have not kept your personal information private.

**Who can make a complaint?**

Anyone can make a complaint: Fairhaven participants, employees, friends, families, carers, advocates, workers, authorised representatives etc.

**How to make a complaint**

First, talk to the person you have a problem with. If the person does not fix the problem or you do not want to talk to the person then you can make a formal complaint.

To make a formal complaint contact the People & Culture Manager

* In writing : **209 Brisbane Water Drive Point Clare NSW 2259**
* Phone: **(02) 4349 5500**
* Email: **AskHR@fairhaven.org.au**
* Website:[**https://fairhaven.org.au**](https://fairhaven.org.au)visit the website and fill out the “Tell Us what You think” Form.

**Your complaint should:**

* Say what the problem is.
* Say how you think the problem can be fixed.
* Include any other information that supports your complaint.

**How Fairhaven deals with complaints**

* Take immediate action if it appears that there is a high risk of harm, neglect or abuse.
* Contact you or your representative within two business days to talk about your complaint. We may seek more information to help us better understand it.
* Work with you to agree upon what should be done about the issue.
* If there are other people involved, we will ask for your permission to discuss your complaint with them
* Keep you advised at every step of the investigation
* Give you our decision and the reasons on how we will manage your issue

**If you are not happy with the outcome**

You can ask us to review the complaint or if you choose to, we can support you in referring the complaint to the NDIS Quality and Safeguards Commission.

A complaint can be made to the NDIS Commission by:

* Phoning: 1800 035 544 (free call from landlines)
* or TTY 133 677. Interpreters can be arranged.
* National Relay Service and ask for 1800 035 544.

**Important things to remember**

* You have a right to expect high quality service. If you do not get it, you have a right to complain.
* You can make a complaint without giving your name, but it will make it easier to fix the problem if we know your name.
* We will keep your complaint private. We will tell only those people that need to know so that the problem can be fixed.
* You can use a support person to help you make a complaint.
* We can help you to find an advocate or interpreter if you need support to make a complaint.

This Fact Sheet is a summary of Fairhaven’s Compliant Policy and Procedures. If you would like a copy of the full document, contact the People & Culture Manager

Phone: **(02) 4349 5500** Email: **AskHR@fairhaven.org.au**