

Complaints Information Sheet



Making a complaint

Belong Blue Mountains is committed to providing high quality services to those in need, but sometimes we get it wrong. You can let us know where we have made a mistake by making a complaint.

Belong Blue Mountains takes all complaints very seriously, and welcomes them as an opportunity to improve the services we provide.

This brochure informs you of how you can make a complaint, and what to expect when you make a complaint.

What can I make a complaint about?

You have a right to complain to Belong Blue Mountains or directly to an external agency regarding any incident or issue that occurs during the delivery of our services, or in connection with our services.

Your rights

We are committed to upholding your rights as a service user, including the right to:

- Be free from any reprisal following a complaint, such as any change to, or cancellation of, services.
- Be supported to report your complaint by having an advocate, support person or interpreter
- Be supported to report your complaint to the relevant external body if you are not satisfied with the way we respond to a complaint, e.g. NSW Ombudsman, Health Care Complaints Commission, NDIS Quality and Safeguards Commission
- Be involved in decisions related to resolving a complaint.
- Have your privacy and confidentiality protected.
- Remain anonymous if you choose.

How to make a complaint

You can submit a complaint by letter, by email or by telephone or by completing a **Feedback and Complaints** form. You can also talk to us in person at any of our sites, and we will take down your complaint on our Verbal Complaints Form. If you wish to submit a complaint directly to an external agency, a list of relevant agencies can be found on the next page.

Our complaints procedure

- The Chief Executive Officer, the relevant Service Manager or the Manager of People Culture and Systems, will discuss with you (and your family/carer/advocate) all the details of the complaint, including the outcomes you would like to see.
- You will receive an acknowledgement of the complaint, in writing, which will include the expected timeframe for your complaint to be resolved.
- If appropriate, we will conduct an investigation into the circumstances surrounding your complaint.
- You will receive information on the outcomes of your complaint and be given the chance to ask for a review (lodge an appeal) or refer the complaint to the relevant external body.
- We will use your complaint to review our systems, policies and procedures to improve our services.

Our obligations

For all complaints made to us we will:

- Treat all complainants with dignity and respect.
- Attempt to resolve the issue to the best outcome for all parties, within three weeks.
- Keep you informed of developments regarding your complaint.
- Maintain records regarding your complaint.
- Provide support to access translation, advocacy, or other support services where appropriate.
- Report any breaches of legislation to the relevant authority.

Some complaints can be resolved on the spot; however, others may require an investigation which can take time. Belong Blue Mountains will endeavour to resolve complaints as soon as we can, and keep you informed of the process.

Relevant legislation / references

Relevant legislation includes:

National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018

National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018

NDIS Practice Standards and Quality Indicators 2020



Community Services (Complaints, Reviews and Monitoring) Act 1993 No 2

Ombudsman Act 1974 Part 3 (NSW)

Health Care Complaints Act (NSW)

Aged Care Quality and Safety Commission Act 2018

Work Health and Safety Act 2011

Relevant External agencies

- NSW Ombudsman, 1800 451 524
 - Commonwealth Ombudsman, 1300 362 072
 - Aged Care Quality & Safety Commission, 1800 951 822.
 - Older Persons Advocacy Network, 1800 700 600
 - NDIS Quality and Safeguards Commission, 1800 035 544 (free call from landlines) or TTY 133 67
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