

# DASSI Information Sheet: Complaints Resolution

## We welcome your feedback

At DASSI, we are committed to providing the highest quality attendant support services that are tailored to meet the individual needs of our clients. Feedback from our clients, their families or representatives is an important part of our approach to continuous improvement – each suggestion, complaint and compliment helps us to improve our service.

The information provided here summarises our formal complaints policy and procedure, which:

- Promotes and protects your right to complain about any aspect of our service
- Recognises the importance of being fair to all parties of the complaint
- Provides a framework for responding to complaints in a timely and courteous manner
- Describes how we record, assess and review complaints to inform our continuous improvement program.

Please contact us if you would like a copy of the full policy and procedure.

## Making a complaint

You have the right to complain if you are unhappy with any aspect of the service we provide. A complaint may be about any part of our service, from intake to exit, including the way that we may have managed a previous complaint about our service.

You can submit a complaint in writing, by telephone, by fax, via our website, or in person. Our contact details are at the foot of this information sheet.

When making a complaint, please give us the main facts in your own words, including:

- What happened and who was involved
- The date and time it occurred
- If there were any witnesses
- The impact it has had on you
- The outcome you are seeking through your complaint.



## Complaint handling

We treat complaints about our services seriously and will handle all complaints in a fair, respectful, confidential and timely manner.

Within seven days of receiving a complaint, we will send you a letter to formally acknowledge that the complaint has been lodged.

One of our staff will support you throughout the complaint process, to provide information on how it is progressing. We will act on your complaint and seek outcomes within 28 days of receiving the complaint.

If we cannot reach a resolution within 28 days, one of our senior service representatives will contact you to implement strategies to achieve a satisfactory resolution.

We are committed to prompt resolution of all complaints, but acknowledge that there may be times when an appeals process must be followed.

If a complaint cannot be resolved, we will provide you with information on how to lodge a complaint with the Office of Disability Services Commissioner, your funding body or other appropriate advocacy service.

## Comments and compliments

We welcome your comments and compliments about our services. We use this feedback to guide our service delivery. Please contact us by:

- Visiting our website, at [www.dassi.com.au](http://www.dassi.com.au)
- Sending an email to [contact@dassi.com.au](mailto:contact@dassi.com.au), or
- Calling DASSI on **1300 032 774**

For more information call us at DASSI on  
**1300 032 774**  
or visit our website [www.dassi.com.au](http://www.dassi.com.au)

