



Independent Disability Services

Changing lives, empowering people

YOUR GUIDE TO: Complaints Handling

Independent Disability Services (IDS) is committed to providing high quality services to all our clients, but sometimes we get it wrong. You can let us know when we do by making a complaint.

IDS take all complaints very seriously and welcome them as an opportunity to improve the services we provide. This brochure details how you can make a complaint and what to expect when you do.

What can I make a complaint about?

You have a right to complain to IDS regarding any incident or issue that occurs during the delivery of our services, or in connection with our services.

Who can make a complaint?

Anyone can make a complaint: IDS clients, others with a disability, friends, families, carers, advocates, workers, authorised representatives etc.

How to make a complaint

You can select from the following options, depending what is comfortable for you.

Email feedback@idsa.org.au

Emails sent to this address can only be seen by the Client Services Manager and CEO.

Phone 03 9340 5100

Speak to our Client Services Manager about your complaint.

Complete our Online Form

Visit www.idsa.org.au/feedback and complete our form.

Your rights

We are committed to upholding your rights to:

- Be free from any reprisal following a complaint, such as any change to, or cancellation of, services.
- Be supported to report your complaint to the NDIS Quality and Safeguards Commission at any stage in the complaints process or if you are not satisfied with the way we respond to a complaint.
- Be involved in decisions related to resolving a complaint.
- Have your privacy and confidentiality protected.
- Remain anonymous if you choose. That is, you do not have to tell us who you are and do not have to provide any information about your identity.
- Use an advocate at any time during the complaints process.

Our obligations

For all complaints made to us we will:

- Treat all those who make a complaint with dignity and respect.
- Try to resolve the issue to the best outcome for all parties, within 14 days.
- 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.

IDS will endeavour to resolve complaints as soon as we can, and keep you informed of the process.

Our complaints procedure

- Our Client Services Manager will discuss with you (or your chosen 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 which will include the expected time-frame for your complaint to be resolved.
- If appropriate, we will investigate the circumstances surrounding your complaint.
- You will receive information on the outcomes of your complaint. If you are not satisfied 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.
- We will use your complaint to review our systems, policies and procedures to improve our services.

Who do I contact if:	You can contact:
“I’m not happy with the outcome of my complaint with IDS...”	The NDIS Commission Call: 1800 035 544 Visit: www.ndiscommission.gov.au
“I’m not comfortable speaking to IDS about my complaint...”	The NDIS Commission Call: 1800 035 544 Visit: www.ndiscommission.gov.au
“I’m not happy with an NDIA action or decision...”	NDIA or Commonwealth Ombudsman Call: 1800 800 110 Visit: www.ndis.gov.au www.ombudsman.gov.au
“I’m not happy with a service provided by another agency or body...”	Your state or territory complaints body Visit: www.ndiscommission.gov.au www.idsa.org.au/useful-links
“I would like to engage an advocate...”	VALID Call: (03) 9416 4003 Visit: www.valid.org.au

For more information or to discuss how we can help, contact us!

Phone: 03 9340 5100

Email:
admin@idsa.org.au

Level 3, 60 Leicester Street
CARLTON VIC 3053
www.idsa.org.au



We pride ourselves on ensuring our services are inclusive and accessible for all Victorians regardless of ethnicity, gender, gender identity and expression, religion or sexual orientation.



We are committed to ensuring accessibility of our services and information.



We provide access to interpreting services if you need them.