

Policy Name:	Grievances and Complaints (Client)
Policy Implemented:	29/11/2007
Policy Reviewed:	24/1/2020

GRIEVANCES AND COMPLAINTS

This procedure covers clients and potential clients of the Program (Lions Hearing Dogs Inc.).

Principles

- Everyone has the right to complain about services they receive and to have these concerns resolved
- The process for complaining will be open, honest, fair and confidential
- Complaints will be responded to within 48 hours
- Complaints regarding abuse and/or. Gross misconduct will be actioned immediately
- The voicing of a complaint shall in no way affect the provision of services
- You have the right to a support person or advocate
- You have the right to use external agencies such as (*Contact Details provided at the end of this document*):
 - Department of Communities & Social Inclusion
 - Health and Community Services Complaints Commission
 - Disability Complaints Service
 - Disability Action
 - Parent Advocacy
 - South Australian Police
 - Options Coordination
- A list of external agencies will be listed in the delivery manual to be made available to all clients.
- Complaints may be raised in person, in writing, by telephone or facsimile
- Complaints may be raised through an advocate, support person or any other means that you are comfortable with
- This procedure supports the National Standard for Disability Services relating to Complaints and Disputes

Process

1. Endeavour to resolve issues wherever possible with the person/s concerned. Management (*contact details and names provided at the end of this document*) can provide assistance in this process
2. Management may be contacted direct to record the complaint and suggest possible ways of resolving the issue
3. A Complaint Form will be completed, detailing the nature of the complaint and any action that may need to be taken.
4. If you remain unhappy about how your complaint is dealt with, you may wish to contact Executive Management of Lions Hearing Dogs Inc. or one of the services listed
5. Complaints will be stored in confidential client files

COMPLAINTS AND DISPUTES RECORD FORM

Name of Person Making

Complaint:.....

Contact

Details:.....

Name of Person to Whom Complaint was

made:.....

Date:

Nature of Complaint:

.....
.....
.....

Details of how it was resolved:

.....
.....
.....

If not resolved what further action has been taken?

.....
.....
.....

Signature of Person to whom complaint made:

Grievance Contacts

Chair: PDG Rhys Roberts OAM

PH: 08 8278 1073 MOB: 0413 454 262 EMAIL: ozart@internode.on.net
ADDRESS: 4 Edgecumbe Parade, Blackwood SA 5051

Secretary: PDG Frank Gratton

PH: 08 8287 0663 MOB: 0413 596 852 EMAIL: frank.gratton@bigpond.com
ADDRESS: Locked Bag 1, RSD, Smithfield SA 5114

Chief Executive Officer: Lion David Horne

PH: 0429 697 940 MOB: 0429 919 085 EMAIL: ceo@lionshearingdogs.com.au
PH: 08 8388 7836
ADDRESS: PO Box 164, Hahndorf SA 5245

Program Director: Darren Coldwell

PH: 08 8388 7836 MOB: 0417 859 668 EMAIL:
programdirector@lionshearingdogs.com.au
ADDRESS: Po Box 164, Hahndorf SA 5245

Kennel Manager: Jodie Snudden

PH: 08 8388 7836 EMAIL: kennelmanager@lionshearingdogs.com.au
ADDRESS: Po Box 164, Hahndorf SA 5245

LIONS HEARING DOGS INC.

AGENCIES THAT MAY ASSIST WITH YOUR COMPLAINT (Interstate clients will be directed to the relevant agency in their State)

Options Co-ordination
31 Blacks Road
Gilles Plains SA 5086
Telephone: 088366 7300

Advocacy & Disability Complaints Service
470 Marion Road, Plympton Park SA 5038
Telephone: 08 8297 3500 Fax: 08 8297 1155 TTY: 08 8297 4144
Free call: 1800 088 325

Disability Action Inc
295 Torrens Road
West Croydon SA 5008
Telephone: 8346 8288
1800 805 495
Fax: 8346 9288

Office of the Public
Advocate
85 North East Road
Collinswood SA 5081
Telephone: 08 8269 7575

State Ombudsman
50 Grenfell Street
Adelaide SA 5000
Telephone: 08 8226 8699

Department of Communities & Social Inclusion
Riverside Centre
North Terrace, Adelaide 5000
Telephone: 08 8226 8800

Health and Community Complaints Commission
50 Grenfell Street
Adelaide 5000
Telephone: 08 8226 8666
