

# Complaints procedure

## Our commitment

Cerebral Palsy Alliance is committed to ensuring that everyone is able to make a complaint easily and it is dealt with quickly, fairly and sensitively. We will make every effort to resolve the complaints we receive to the satisfaction of everyone involved.

If you make a complaint to Cerebral Palsy Alliance you can expect that we will:

- treat you with respect
- tell you what to expect while your complaint is being looked into
- carry out the complaint handling process in a fair and open way
- provide reasons for decisions that are made
- protect your privacy.

## Our complaints policy

The Cerebral Palsy Alliance [Complaints Policy](#) outlines how we will manage complaints and provides guidelines to help our staff in responding to complaints received. All staff of Cerebral Palsy Alliance, as well as contractors and volunteers, are required to handle complaints according to the principles and guidelines outlined in this policy.

## Who can make a complaint?

Anyone can make a complaint to Cerebral Palsy Alliance. You do not have to be receiving services from us to make a complaint and you may make a complaint on behalf of someone else.

Complaints received anonymously will be accepted and investigated as far as possible.

Cerebral Palsy Alliance staff who have complaints, including concerns relating to a client's welfare, should refer to our staff grievance processes.

## What can I make a complaint about?

### Cerebral Palsy Alliance services

You can make a complaint to Cerebral Palsy Alliance about any aspect of its business or the services it provides directly.

## Criminal matters

Allegations of abuse or other criminal activities, such as theft, should be reported to the [police](#).

## Child Protection

Any suspected 'risk of significant harm' to children and young people should be reported to the [NSW Child Protection Helpline](#) by calling 132 111, or the [ACT Care and Protection Services](#) on 1300 556729.

## Who do I make a complaint to?

You can make a complaint to any Cerebral Palsy Alliance staff member. We encourage you to discuss your complaint with your local staff first.

If the complaint is about a staff member, a different person will deal with it.

If the complaint is about a particular service or group of staff in Cerebral Palsy Alliance, then another area of Cerebral Palsy Alliance may handle the complaint or an independent party may be called in to investigate the complaint.

## How do I make a complaint?

Complaints can be made in a number of ways – in a letter, email, over the phone, in person, or using the online complaints form through this link [Make a comment, complaint or compliment | Cerebral Palsy Alliance](#). Cerebral Palsy Alliance will support you to make a complaint. If you need assistance in making a complaint, we are able to help you. We can organise an interpreter if you need one. You may wish to have an advocate or someone to support you or to act on your behalf to help you make a complaint. There are a number of advocacy services that provide this kind of help. There are other external agencies who may be able to give you advice or assist you in making a complaint. These include the [NSW Ombudsman](#) and the [National Disability Abuse and Neglect Hotline](#).

## What happens once I make a complaint?

When you make a complaint we will explain:

- what will happen while the complaint is being dealt with
- what supports are available to you
- who will deal with the complaint
- what will happen next, such as when you are likely to be contacted again.

You should not be made to feel that you cannot make a complaint, nor should making a complaint have any effect on the services you are receiving from Cerebral Palsy Alliance, such as changes to your service or less communication with you.

The time it takes to resolve a complaint will depend on the nature of the complaint. Simple complaints may be resolved immediately. If we need to make further enquiries, it may take a few weeks to resolve. Where the complaint is about a more difficult matter it may take longer to resolve.

Once the complaint is resolved as far as possible, you will be informed of the outcome. You may wish to raise any ongoing problems or concerns at this time.

Some complaints cannot be resolved completely. If so, Cerebral Palsy Alliance staff will help you to look at other options to address your issues and may follow up with you afterwards to check that the outcome of the complaint handling process is meeting your needs.

## What if I'm not happy with the outcome of the complaint?

If you are not happy with the outcome of the complaint, then you can ask Cerebral Palsy Alliance to review how the complaint was dealt with. You can do this in a letter, email, over the phone or in person. A more senior staff member may undertake the review.

Cerebral Palsy Alliance staff may gather additional information to review the decision. This may or may not alter the original decision. After you have asked us to review how the complaint was dealt with, if you are still unhappy with the outcome of a complaint then there are outside agencies that may be able to help. These include:

### NSW Ombudsman

You can complain to the [Ombudsman](#) about Cerebral Palsy Alliance or an employee of the service. The Ombudsman can also inquire into major issues affecting clients and services. Further information about the NSW Ombudsman can be found at [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au) or by calling (02) 9286 1000, or 1800 451 524 (rural/regional callers only).

### Administrative Decisions Tribunal

You can complain to the Tribunal about some administrative decisions (for example, the funding of disability services, or the refusal of a community service provider to implement a recommendation of the NSW Ombudsman). The Administrative Decisions Tribunal can review such decisions in certain circumstances. Further information can be found at [www.lawlink.nsw.gov.au/adt](http://www.lawlink.nsw.gov.au/adt) or by calling 1800 060 410.

### Anti Discrimination Board (ADB)

You can complain to the ADB about discrimination, harassment and vilification. The ADB investigates and conciliates such complaints. Further information can be found at

[www.lawlink.nsw.gov.au/ADB](http://www.lawlink.nsw.gov.au/ADB) or by calling (02) 9268 5555 or 1800 670 812 (rural/regional callers only).

#### Other websites

- Administrative Decisions Tribunal  
[http://www.adt.lawlink.nsw.gov.au/adt/administrative\\_index.html](http://www.adt.lawlink.nsw.gov.au/adt/administrative_index.html)
- Anti Discrimination Board  
<http://www.antidiscrimination.justice.nsw.gov.au/>
- Australian Human Rights Commission <http://www.humanrights.gov.au/>
- NDIS Family and Carer support <http://www.ndis.gov.au/families-carers>
- NSW Ombudsman Office of the Information Commissioner <http://www.ombo.nsw.gov.au/>
- Office of the Information Commissioner  
[http://www.ipc.nsw.gov.au/privacy/ipc\\_index.html](http://www.ipc.nsw.gov.au/privacy/ipc_index.html)