

CARERS SA – COMPLIMENTS, COMMENTS AND COMPLAINTS POLICY AND PROCEDURE

EASY READ



This document is a **policy**.



A policy is a set of rules that must be followed.



Carers SA wrote this policy.



When you see the words “we” or “our,” this means Carers SA.



This policy is long and has some hard words.
We will explain what they mean.



You can ask someone to help you read this Policy.



You can find other versions of this policy at:
www.carerssa.com.au

Key words



Here are some words you will see in this policy.



A **compliment**: is when you are happy with us or our service and want to tell us.



A **complaint**: is when you are not happy with us or our service and want to tell us.



A **comment**: is when you tell us something good or bad. This is also called **feedback**.

Purpose



Carers SA works hard to support carers.



Carers SA wants you to tell us if we are doing a good job or not.



We use what you tell us to make our work better.



This policy shows how Carers SA uses compliments, complaints and comments.



Scope

All Carers SA staff must follow this policy.



Carers SA **staff** include our workers, volunteers, students and leaders.



Everyone who is connected to Carers SA should read this policy.



Policy

This policy helps Carers SA to do things better.



You can make a complaint, compliment or comment about Carers SA at any time.



You can do this on the Carers SA website at:
www.carerssa.com.au/feedback/



You can also do this over the phone or by email.



Getting feedback

Carers SA asks for feedback from all carers we work with.



We get this feedback in many ways.



You might receive a survey from Carers SA asking for feedback.



You can also give feedback by phone, email or to one of our staff.



If you want to you can talk about your feedback with one of our staff.

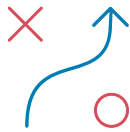
Complaints



We take all complaints about Carers SA seriously.



Staff must follow the rules of this policy when they hear a complaint.



The rules are different for different kinds of complaints.



An urgent complaint will be looked after quickly.



Urgent complaints include when someone is hurt or a child is in danger.



Any complaint about the safety of a child is taken very seriously by Carers SA.



Complaints that are less urgent will be looked after in 5 days or less.

Managing Complaints



When we get a complaint we fill out a feedback and complaints form.



Program managers at Carers SA manage these complaints.



The boss of Carers SA is called the **Chief Executive Officer**.



The Chief Executive Officer leads this policy and makes sure complaints are taken seriously.

Contacting us

To give Carers SA a compliment, complaint or comment you can contact us by:



Calling 08 8291 5600



Sending an email to info@carerssa.com.au



Giving online feedback at www.carerssa.com.au/feedback/