**VISABILITY LTD**

**EXTERNAL STAKEHOLDER COMPLAINT MANAGEMENT POLICY**

This is an abbreviated version of our full policy, both of which are available on our website or in a range of hard copy formats, on request.

If you have a complaint

As someone who interacts with our organisation (an external stakeholder), there might be an occasion when you want to express a complaint about us without fear of any unfavourable consequences. We understand this and have developed a process to make it possible because we welcome any opportunity to improve our services.

How to let us know

You can let us know how you are feeling via:

* speaking to a person face-to-face
* telephone - either to:
  + main switchboard (08 9311 8202); or
  + feedback/comment telephone line (08 9311 8219)
  + Executive Manager: Client Services (08 9311 8287); or
* in print, Braille or audio format; or
* in electronic format (including our website’s online form, or via our general email address: [info@visability.com.au](mailto:info@visability.com.au), or to the Executive Manager: Client Services: Kary.Macliver@visability.com.au).

You may involve another person as an advocate at any stage of our complaints process.

Behaviour of all parties

Your complaint will be received with a positive attitude and treated promptly and fairly. When engaged in our complaints process, VisAbility expects its staff, volunteers and stakeholders to: respect each other’s dignity; be fair and courteous to each other; keep all matters confidential and give high priority to resolving the complaint.

VisAbility will not respond to complaints made by any person whose conduct during the process is unreasonable, or that presents any real or potential risk to the health and safety of any party.

Our response

Staff are encouraged to respond to complaints in the most informal and prompt manner possible. If your complaint is not quickly resolved, it will be passed onto a manager.

This person:

* will let you know, within two working days, that your complaint has been received; and
* will tell you how long we expect it will take us to resolve your complaint; and
* may contact you further if more details or discussion are required; and
* will contact you every ten working days at least to inform you of the progress of your complaint until it is finalised.

Where else to go

If you are not satisfied with the way we responded to your complaint, you may choose to raise this matter somewhere else.

There are a number of organisations that might be of help; a few are listed below. Please ask us if you would like contact details:

* the Health and Disability Services Complaints Office;
* Blind Citizens Australia;
* Disability Services Commission;
* WA NDIS;
* National Disability Insurance Agency;
* Blind Citizens Australia;
* National Complaint Resolution and Referral Service;
* Equal Opportunity Commission;
* Australian Human Rights Commission;
* WA Police;
* The Public Advocate;
* Department of Health Aged Care Complaints Scheme; or
* Advocacy Agencies such as:
  + - People with Disabilities
    - Citizens Advice Bureau mediation service

12 April 2019

Debra Barnes: Deputy Chief Executive Officer Effective Date

## to be reviewed in 1 year

First Adopted 2000; Reviewed in consultation with VisAbility’s Consumer Advisory Committee 2004, 2005, 2007, June 2015\*, Sept. 2015, Feb.2017, May 2017, June 2018

\*Following consultation with the Health and Disability Services Complaints Office