

Complaints & Compliments Process

YOUR RIGHTS

All people accessing the services of Mallee Family Care (MFC) have the right to complain about:

- Unprofessional behaviour
- Poor advice
- Unsatisfactory service
- Misuse of information
- How they have been treated

People also have the right to appeal or question a decision that they believe will make their life more difficult, for example if Mallee Family Care refuses to provide a service.

USING AN ADVOCATE

There will be occasions when people maybe reluctant to make their complaint directly on their own. You have the right to complain or appeal a decision by working through an advocate. An advocate can be a trusted friend, family member, or a person from a professional advocate service. MFC staff will provide you with information on advocacy services and assist you to access these services upon your request.

WHAT SHOULD I DO IF I WISH TO MAKE A COMPLAINT?

Step 1

If you feel comfortable please discuss your problem with your MFC worker or volunteer. Once the issue has been identified it maybe possible to find a solution that is acceptable to both parties.

Step 2

If the issue has not been resolved through Step 1 or you do not wish to discuss the issue with your worker or volunteer, you can ask to speak with the Team Leader or Manager of the program that you are accessing. The complaint can be made on the telephone or in writing.

Step 3

The complaint is reviewed by the respective Manager and a formal response is provided in writing to you within three weeks from the time the complaint was first received. Staff members will be consulted during this process.

Step 4

If at this stage you are not satisfied with the response provided by the Manager you can request in writing further consideration of the complaint. The appeal should be directed to the Executive Director or delegate. The Executive Director or delegate will investigate the appeal and make a formal response to you within thirty days of the appeal being lodged.

Step 5.

In the event that you remain unsatisfied with the outcome of your complaint MFC staff will provide you with information about the complaint mechanisms for the specific programs funding body or independent complaints systems in place for certain professional groups or services.

WILL THEY TAKE ME SERIOUSLY ?

Every complaint and compliment is taken seriously. At Mallee Family Care we are committed to providing the best quality service that we can. Your feedback assists us to improve our services.

HOW LONG WILL IT TAKE?

The time it will take to resolve your complaint depends on the type and seriousness of the issue raised, but all efforts will be made to deal with the problem as quickly and as promptly as possible.

WILL I BE PUNISHED FOR COMPLAINING?

Mallee Family Care sees complaints and appeals as important in safeguarding people's basic rights while at the same time assisting us to improve the services that we deliver. We welcome people telling us about their experience of our service.

If you are still concerned you can also complain anonymously which means that you do not have to give your name. If you choose to do this it will not be possible for you to receive feedback on the investigation and outcome of the complaint.

COMPLIMENTS

At Mallee Family Care we continually strive to offer you the best possible service.

If you have an opinion, suggestion or general feedback about a Mallee Family Care service, we are keen to hear your views. Please just note this in writing and forward it to the Executive Director.

If you have any questions regarding the information in this brochure please feel free to talk to a Senior Member of Staff at any of the following offices.

Mallee Family Care:

Mildura

122 Ninth Street

Mildura VIC 3500 PH: (03) 5023 5966

109 Lemon Avenue

Mildura VIC 3500 PH: (03) 5023 5966

Murray Mallee Community mental health Services
A Psychiatric Disability, Rehabilitation and Support Service
1—3 Vidovic Avenue
Mildura VIC 3500 PH: (03) 5021 2885

Swan Hill

369 Campbell Street

Swan Hill VIC 3585 PH: (03) 5032 4479

Murray Mallee Community mental health Services
A Psychiatric Disability Rehabilitation and Support Service
63 McCrae Street
Swan Hill VIC 3585 PH: (03) 5032 4479

Balranald

92a Market Street

Balranald NSW 3715 PH: (03) 5020 2700

Dareton

52 Sturt Street—PH: 50274055

14 Mitchell Street—PH: 50277600

Dareton NSW 3715

Kerang

3 Scoresby Street

Kerang VIC 3579 PH: (03) 5452 2863

