



Feedback and Complaints Policy

Why do we have this policy?



At New Horizons, we want to provide the best service that we can.



You can help us by letting us know what we are doing well and what can be improved. This is called giving us feedback.



You can also let us know if there is a problem or if something is wrong.

This is called making a complaint.



This policy explains how you can give us feedback or make a complaint.



It also explains how we will solve any problems or issues you might have with our service.

We want to hear from you



We use feedback and complaints to make your experience at New Horizons better.



When we plan new services, we think about the feedback that has been given to us.

Who can make a complaint



Any of our customers can make a complaint.

You can use an advocate to help you.

An advocate is someone who stands up for the rights of other people.



What is abuse?



Abuse is when someone hurts you.



It might happen once, or over a period of time.



Abuse can happen anywhere, night or day.



And it can be done by anyone.



This Easy Read information is a summary of our policy to protect you from abuse. You can read the full policy on our website.

If you have a serious complaint about abuse, please read the 'Safeguarding Customers Against Abuse' policy.

There is also an Easy Read version of this document.

How to tell us what you think



You can give us feedback or make a complaint at any time.



You can ask a family member or friend to help you if you want.



You can:

- Speak to a staff member.



- Fill out a Customer Feedback Form and put it in the suggestion box at the office reception area.



- Send an email to:

mywellbeing@newhorizons.net.au



- Write a letter to the CEO. The address is
15 Twin Road, North Ryde NSW 2113



- Phone head office on 1300 726 372



- Fill out the form on our website at

www.newhorizons.org.au



Your feedback will be passed onto a Customer Service Operations Manager or Director of Care (Aged Care only).



Sometimes we put good feedback on our website or documents that we send to people.



We will ask you if it is OK to use your feedback before we do this.

Complaints



When you are unhappy with a service we have provided, let us know.



If you think there is something that we aren't doing but we should, you can let us know.

You might have a complaint about:



- not receiving proper services or support



- a policy that we have, or a way of working



- the way you are treated by a staff member.

There are 3 types of complaints:

□

1

1. **Minor**

This is a problem that can be fixed easily and quickly.

2

2. **Significant**

This is complaint that is more serious. Management might get involved to fix the problem.

3

3. **Serious**

These are complaints that are very serious. For example, it might be about a customer who has hurt themselves and how we handled it.

Looking into a complaint

When we are looking into a complaint we make sure that we:



- are fair and respectful
- tell you the truth
- listen carefully to what you have to say
- give you as much information as possible
- give you a proper response in writing.



It is OK if you are angry, upset or crying when you make a complaint.



When a complaint is made, it is given to the Coordinator or Manager who is looking after the service.

They will decide how to fix the problem.



Sometimes when there is a serious complaint we use the help of people outside New Horizons to do this.



The information you give us when making a complaint or providing feedback is private and we will only tell people who need to know.

Fixing a problem or complaint

We will look at why there is a problem and try to fix it.

There are a few ways we can fix problems:



- Having a meeting with the person who made the complaint.



- Explaining why we have made a decision.
We will do this in writing.



- Saying sorry and taking responsibility for doing something wrong.



- Providing you with information or telling you about other services.



- Making sure that at the end of the process, everyone is happy and the problem has been fixed.

If we cannot fix a problem

We will:



- Let you know this in writing.



- Let you know why we made a decision or took an action.



- Explain our decision again.

After a complaint has been fixed



We discuss complaints at meetings after they have been fixed.

A blue-bordered form titled "Complaint". Below the title, it says "Name: ~~John Smith~~". There are four horizontal lines below the name field, representing redacted information.

We do not give the name of the person who made the complaint.



This is to see how we could have stopped a problem before it started.



During these meetings we look for ways to improve the service we provide so that customers don't have the same complaint in future.

Making a complaint to an outside organisation



You can make a complaint about us to an outside organisation.

Government
Organisation



If you make a complaint to a government organisation they will let us know.

There is a list of these organisations on page 12.

Information in other languages



We also have Translating and Interpreting Services at our sites or over the phone for people who want to give feedback in person.



We have local support services available to Aboriginal and Torres Strait Islander peoples if they want to use them.

Outside organisations

These are organisations that you can contact if you think we are not handling a complaint well.



Aged Care Complaints Scheme

Phone: 1800 550 552



The Aged Care Commissioner

Phone: 1800 500 294



National Disability Abuse & Neglect Hotline

Phone: 1800 880 052



National Disability Complaints Resolution and Referral Service (CRRS)

Phone: 1800 880 052



TTY: 1800 301130



TIS: 13 14 50



NDIS Quality and Safeguards Commission

Phone: 1800 035 544



Department of Social Services Feedback Coordination Team

Phone: 1800 634 035



Department of Health

Phone: 1800 020 103

NSW Ombudsman



Website: <http://www.ombo.nsw.gov.au/complaints/making-a-complaint>



NSW Ombudsman Aboriginal Inclusion and Community Engagement Unit (AICEU)



Phone: (02) 9286 1000 or 1800 451 524 (outside Sydney metro)

Email: AICEU@ombo.nsw.gov.au



NSW Home Care Service Client Relations

Phone: 1800 044 043



NSW Department of Communities and Justice Complaints Line

Phone: 1800 000 164



NSW Health Care Complaints Commission

Phone: 1800 043 159

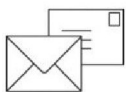
Contact us



1300 726 372



complaintsfeedback@newhorizons.org.au



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