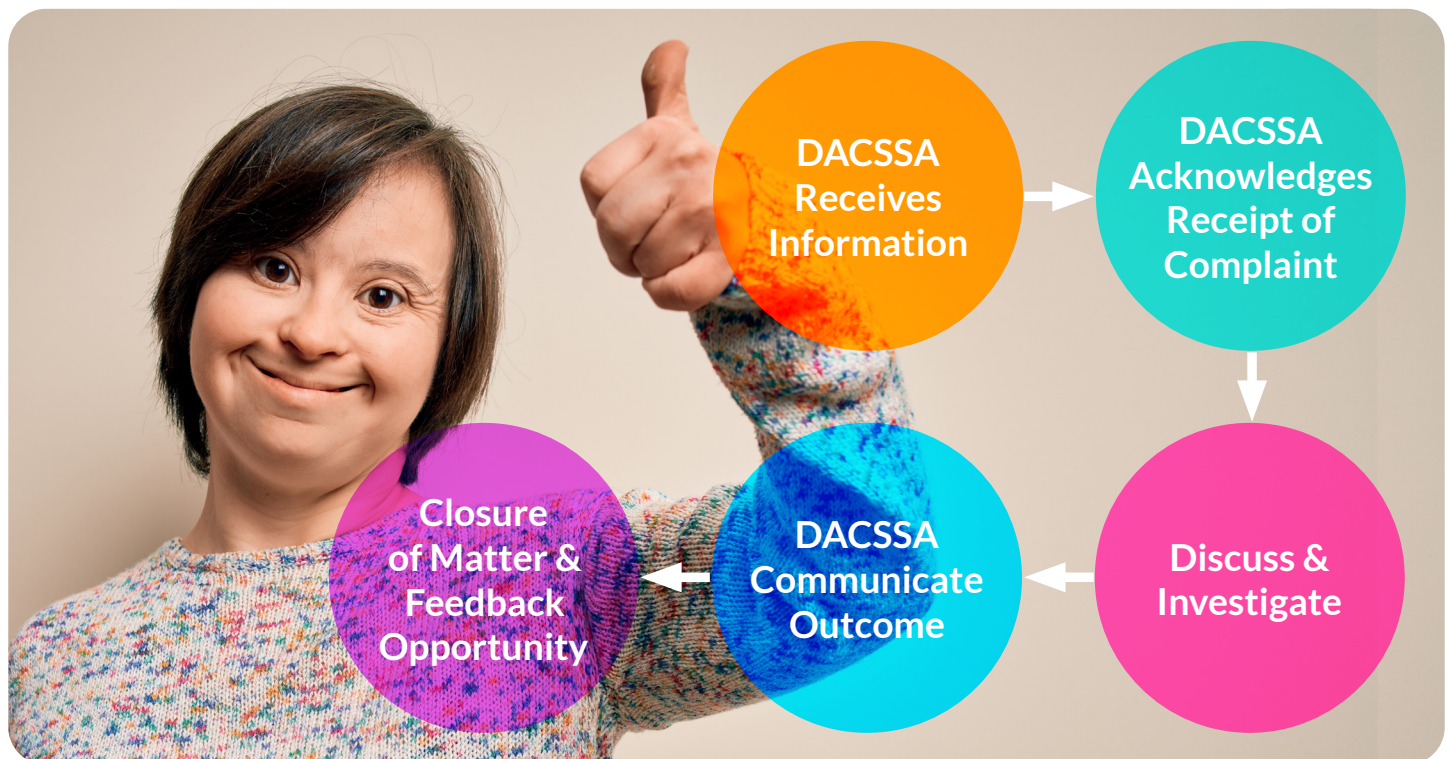


DACSSA DISABILITY ADVOCACY CLIENT COMPLAINT PROCESS

DACSSA RESPECTS THE RIGHTS OF ALL OUR CLIENTS TO BE HEARD, INFORMED, AND INVOLVED IN DECISION MAKING. WE ENCOURAGE CLIENTS TO PROVIDE FEEDBACK OR COMPLAINTS, AS WE SEE THIS AS AN OPPORTUNITY FOR IMPROVEMENT.

We treat complaints seriously and ensure that they are investigated thoroughly and fairly.

Clients will be involved in our process and will have the opportunity to discuss the outcome. Clients can seek review by our Chief Executive Officer if they're unhappy with the outcome.



If at any time you have concerns about the standard of service you receive from DACSSA, please contact us by phone on 08 7122 6030 or email admin@dacssa.org.au.

At any time, a client of DACSSA is also able to make an external complaint to:

- Complaints Resolution & Referral Service (CRRS)
- Department of Social Services (DSS)
- The NDIS Quality and Safeguards Commission (NDIS QSC)

CLIENT RIGHTS AND RESPONSIBILITIES

YOUR RIGHTS

Be treated with respect, dignity and courtesy.



Be heard and included in decisions that relate to you.



Have your privacy respected and personal information protected.



Receive accurate and relevant information.



Provide feedback, or make a complaint, to DACSSA.



YOUR RESPONSIBILITIES

Be respectful to others, including DACSSA workers.

Communicate with DACSSA in a way that is constructive.

Provide DACSSA with accurate and relevant information.

Let DACSSA know if your circumstances change, or if you cannot attend an appointment with us.

Be mindful that DACSSA will act in your best interest, but it may not always be possible to achieve the outcome you seek.

