

Our Vision

Justice, hope and opportunity for all

Our Mission

To work with people and communities so those most in need can belong and thrive

Our Cornerstone

As part of the life and mission of the Uniting Church in Australia in pursuit of justice, hope and opportunity for all, we at UnitingCare West will act with:

Empathy

Showing understanding for the feelings and circumstances of others

Respect

Valuing people, property and the environment

Inclusiveness

Accepting and celebrating diversity

Integrity

Being ethical and trustworthy, and upholding principles and beliefs

Commitment

Working together towards agreed outcomes with steadfastness and resilience

Contact us

Complaints need to be received in writing and can be submitted to:

complaints@unitingcarewest.org.au

Or via post to:

Complaints Officer
UnitingCare West
GPO Box B74
Perth WA 6838

For assistance or more information call:

1300 663 298

www.unitingcarewest.org.au

UnitingCare West provides a broad range of services and partnerships that build healthier, more resilient, and better connected communities.

It is a not-for-profit community services organisation and is part of the mission of the Uniting Church in Australia and the UnitingCare Australia network.



This document is available in alternative formats upon request

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MAKING A COMPLAINT

A guide for service users, their families and carers.



Justice, hope and opportunity for all

Our commitment to you

UnitingCare West is committed to the values of social justice (a 'fair go') for everyone, which is why we work to uphold the rights of people who are most in need.

We are dedicated to providing high quality services to the people who receive our services, their families and carers. The rights and interests of our clients are the most important part of our service delivery.

This means we are dedicated to reviewing and improving our services and work practices to make sure we are doing the best we can.

Your feedback is a valuable part of this process and we welcome any comments and suggestions of how services can be improved.

At times people may feel unhappy with the service they receive or feel they have been treated unfairly, or want to make a complaint.

UnitingCare West takes this very seriously and has a complaints process to ensure that service user complaints are listened to, investigated and resolved fairly, transparently and as quickly as possible.

What can you expect from UnitingCare West services?

As a recipient of UnitingCare West services, you are entitled to and can expect high quality standards and professionalism at all times.

Everybody has rights when it comes to making a complaint, including:

- To be treated with care, consideration, dignity and respect
- To have private information kept confidential
- To ask questions if you do not understand the process
- To ask for a second opinion
- To ask for access to your personal records
- To request an interpreter or assistance with reading / understanding
- To refuse to participate in or continue using UnitingCare West services

Complaints procedure

Where possible, concerns should be raised directly with the service you are involved in. If you have not been able to resolve an issue at this level, the following information will help you with the next steps:

How do I make a complaint?

You need to submit complaints in writing. We can help if you need support with this. Complaints can be emailed to complaints@unitingcarewest.org.au or posted to the Complaints Officer at GPO Box B74, Perth WA 6838.

What happens once you receive my complaints?

Your complaint will be investigated. A staff member may contact you to ask further questions. Your information will be kept strictly confidential, and you have the right to ask for more information at every stage of the process.

How long will it take?

Within 3 working days from receipt of your letter or email, you will receive confirmation from us that we have received your complaint. Within 15 working days we will contact you to let you know what action is being taken.

What if I am not happy with the outcome?

If you are unhappy with the outcome you can dispute our decision and request a review. We can advise and assist you with this process.



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