

Telling Us If You Have a Problem

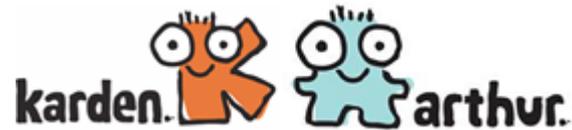
Related Policies & Procedures:

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Telling us if you have a problem



An Easy Read version of
Karden Disability Support Foundation's
Telling us if you have a problem policy

Karden Disability Support Foundation (KDSF) wants to know what you think. It helps us to make our services better.

We make sure it's easy for everyone to tell us if they:

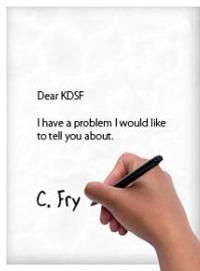


- have a problem with our services
- are unhappy with the way we have dealt with a problem.

You can tell us about these things by:



- meeting with us



- writing us a letter.

About this document



Anyone working for KDSF must follow the rules in this document. This includes:

- staff members
- board members
- volunteers.



The CEO will make sure this happens.

This document explains to the people listed above:

- what to do if you tell us you have a problem with our services
- how to tell if your problem is to do with the way we run KDSF or personal to you
- how to record information about the problem you are having
- how to find out more about your problem
- how to deal with your problem quickly and fairly
- different ways to solve your problem.



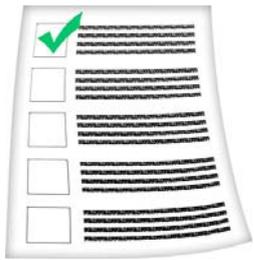
We will tell you about this document:

- when you start at KDSF
- if you have a problem with our services.



It is available for everyone to read. This includes:

- you
- your family
- your carers
- KDSF staff members.



The CEO will check this document each year to make sure it still meets:

- the laws that apply
- your needs.



They will tell the KDSF Board if they think it's still okay.

I have a problem – what do I do?



If you meet with us and tell us you have a problem with our services, we will try and solve the problem right then and there.

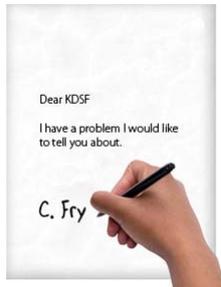


If you need help telling us your problem, that's okay. We tell the CEO and she will make sure you have someone to help you.



It won't cost you any money to go through the process of telling us your problem and getting it solved.

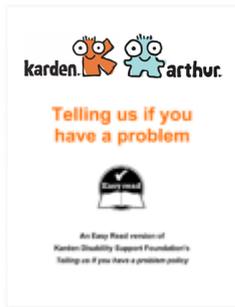
Writing a letter



If we can't solve your problem right away, we will ask you to write us a letter explaining it.

7
days

You will hear from us within 7 days of receiving your letter.



We will also:

- give you a copy of this document



- tell the CEO about your problem.

Information about your problem



We will collect more information from you and KDSF staff members about the problem you are having.

We will always write down:

- the date you tell us about your problem
- what your problem is
- the date we solve your problem
- how we solve your problem
- if the Disability Services Commissioner was contacted
- if your problem is to do with the way we run KDSF
- what we did to make sure the same problem won't happen again.



This information is kept in the Complaints and Disputes Register.



The CEO will check the Register to make sure problems:

- are being solved quickly and fairly
- with the way we run KDSF are being fixed.



The KDSF Board also look at the Register at least 4 times a year.

Solving your problem

**30
days**

We aim to solve your problem quickly and fairly. It shouldn't take longer than 30 days.

There are a few ways we could solve your problem. They could be:



- giving you information about the problem from other people's point of view



- saying sorry about what happened



- giving you money to make up for what happened.



If we can't solve your problem in 30 days, the CEO will write you a letter. The letter will explain that you can contact the:



- Department of Human Services



- Disability Services Commissioner.

The letter will include all the details you will need to do this.

When is a problem solved?



If you meet with us and tell us about a problem with our services, we will always try to do something about it right away. You can tell us in that meeting if you are happy with what we have done to fix your problem. If you are, then we will treat your problem as solved.



If you have written us a letter about a problem with our services, we will write back and tell you what we are going to do about it. If you don't reply to this letter we will think that your problem has been solved.