



Enabling Families

Complaints and Feedback

Written in an easy to understand way.

We use pictures to explain things.



xavier.org.au



What is in this Policy?



What does Xavier think of complaints and feedback? 4



What is a complaint and feedback? 6



How can I make a complaint or give feedback? 9



**Can someone help me make a
complaint or give feedback? 19**



**What if I'm not happy with
the service or response? 22**

 This is where



What does Xavier think of complaints and feedback?

 Starts



What does Xavier think of complaints and feedback?



Your complaints and feedback help Xavier respect your human rights and be a better organisation.



Everyone has the right to make complaints and give feedback.



Xavier welcomes complaints and feedback from anyone.



What is a complaint and feedback?





What is a complaint?



A complaint is something you are not happy about.

This can be about anything at Xavier.

Like a service, or person.



What is feedback?



Feedback is sharing your ideas and feelings about anything at Xavier.

Feedback can be about good or bad things or making something better.



**How can I make
a complaint or
give feedback?**





**How can I make a
complaint or give
feedback?**



**You can make a complaint or
give feedback any way you like.
Xavier will make it easy for you.**



What are some ways I can make a complaint or give feedback at Xavier?



1. Tell us you want to make a complaint or give feedback.



2. You can talk to someone who works at Xavier.



3. You can ring Xavier.

Phone 1800 928 437



4. You can write a letter or send an email to Xavier:

feedback@xavier.org.au



5. You can make a complaint or give feedback on the Xavier website:

xavier.org.au/contact-us



What will happen when I make a complaint or give feedback?



1. We will give you help to make the complaint or give feedback.

People who work at Xavier will make it easy for you.



2. They will ask you what you want to happen.



3. Your complaint or feedback will be reported to the manager.



4. Your complaint or feedback will be put in the computer system.



What will the manager do?



1. Contact you within **2 working days**.



2. Make sure they understand your complaint or feedback.



3. Find out all the facts about the complaint or feedback.



4. Stay in contact with you to make sure you know what is happening.



5. Contact you **before 7 days.**



What happens if I am not happy with what has been done?



You can dispute what has been done.

This means saying you do not agree with what has been done.



A more senior manager will find out all the facts about the complaint or feedback.

They will then contact you.



**What else will you do
to make sure everything
is done properly?**



**Xavier has Quality and Risk Officers.
They make sure everything has
been done right.**



**They will tell the manager's boss if
things have not been done right.**



**Xavier will keep a record of your
complaint and what we said
we will do.**

→ This is where



**Can someone help me
make a complaint or
give feedback?**

Starts



**Can someone help me
make a complaint or
give feedback?**



**Yes, there are a number of
organisations that can help you.**

**To find an organisation close to
where you are, visit the website:**

**[https://disabilityadvocacyfinder.
dss.gov.au](https://disabilityadvocacyfinder.dss.gov.au)**



**Or you can talk to a Support
Coordinator, an advocate,
or a Xavier worker you are
comfortable with.**



Can a family member help me make a complaint?



Yes. Your family can help you make a complaint.

→ This is where



**What if I'm not happy with
the service or response?**

Starts



What if I'm not happy with the service or response I receive from Xavier?



If you are not happy with the response you can call the NDIA Quality and Safeguarding Commission on **1800 035 544**

Or go to their website:

www.ndiscommission.gov.au/about/complaints-feedback/complaints



**What if I'm not happy
with the NDIA decisions?**



**If you are not happy with the
NDIA decisions you can call the
Commonwealth Ombudsman
on **1300 362 072****

**Or visit the website:
www.ombudsman.gov.au**



**Are there any other places
to talk to if I'm not happy
with decisions?**



Yes you can call these places:

**Commonwealth Administrative
Appeals Tribunal**

1800 228 333

**Anti-Discrimination Commission
of Queensland**

1300 130 670 or 1300 130 680

**Australian Health Practitioner
Regulation Agency**

1300 419 495

**Australian Human Rights
Commission**

1300 665 419



**Crime and Corruption
Commission Queensland**

1800 061 611 or (07) 3360 6060

Office of Fair Trading Queensland

13 74 68

Office of the Health Ombudsman

13 36 46

Office of the Public Guardian

1300 653 187

**Queensland Civil and
Administrative Tribunal**

1300 753 228

Queensland Ombudsman

1800 068 908 or (07) 3005 7000



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