



Family Advocacy's complaints and grievance process

Our Mission

To attain positive social roles for people who have a developmental disability through the development and support of advocacy by families and by strengthening the knowledge, role and influence of the family.

Our Vision

We have a vision of families being agents of positive social change so that people with developmental disability have inherent value as members of a just and inclusive society.

Our work aims to:

- Stand up for, and speak out about the human rights and interest of people with developmental disability
- Act in ways which reflect our stated Mission, Vision and Policies
- Honour agreements made about support or assistance offered to others to participate in its work.

How to complain:

1. You can complain in person, in writing, or through another person on your behalf.
2. If your complaint is about a particular person it is better to take it up directly with that person. If this does not resolve the situation, then you can approach the Executive Officer or the Management Committee.
3. If the matter relates to our policy and practices, we can provide you with a copy of the policy document so it can assist you to decide whether or not you have a complaint.
4. If you wish to have the complaint investigated by an outside agency, you can contact: **Complaints Resolution and Referral Service** 1800 880 052

What will happen?

Your complaint will be acknowledged in writing within seven working days.

In the first instance the complaint will be dealt with by the Executive Officer. If the complaint is about the Executive Officer, it will be dealt with by the Chairperson of the Management Committee.

All complaints will be resolved within 42 days and you will be informed of the decision. If the complaint is not resolved to your satisfaction, you will be referred to an appropriate outside agency.

To obtain a copy of the full policy or to make a complaint please contact us:

Family Advocacy
Suite 305 16-18 Cambridge St
Epping NSW 2121
9869 0866 or 1800 620 588
communications@family-advocacy.com



www.family-advocacy.com