

Giving feedback – compliment, concern or complaint

Carers Victoria is committed to *raise awareness of caring and carers' issues*, and to *take a leadership role in listening to what carers tell us needs to change* (Strategic Plan 2012-15).

Carers Victoria's *Compliments, Complaints and Concerns Policy* is clear that all service users or stakeholders have the right to make a complaint either in writing or verbally and, that all complaints will be dealt with:

- fairly,
- confidentially
- seriously
- in a timely manner
- according to a transparent and accountable process
- the aim of a satisfactory resolution.

Carers Victoria will use the feedback obtained to improve our services and to inform our advocacy on behalf of carers. Compliments and other feedback received is welcomed and incorporated into our service satisfaction measures.

All complaints will be responded to systematically according to our complaints handling procedure.

Frequently asked questions

Who can provide feedback?

Any person or group of persons can make a complaint (carer, friend, spouse, relative, professional person, service provider, member of the public). You may ask someone to assist you if you have difficulty making a complaint.

What sort of feedback?

Feedback can consist of any expression of an opinion about our organisation / staff / volunteers / partners / contracted service providers, or anyone else acting on our behalf.

Feedback can be a compliment, concern, suggestion or complaint. It may be about information, actions, decisions or conduct of our staff/contracted service provider/member/volunteer.

What will Carers Victoria do?

We cannot help with matters not pertaining to Carers Victoria such as complaints about other authorities (e.g. Centrelink), matters beyond our authority. If we are unable to deal with your complaint, we will try to advise you of other appropriate avenues to resolve your concerns.

How do I make a complaint?

Complaints to Carers Victoria can be made in writing, by post, email, facsimile or by using the [Online client feedback form](#) . You can [contact us](#) by email or telephone (9396 9500) if you have concerns about submitting your complaint in writing.

What information should I give?

Focus on the main problems and facts. Provide enough details for us to understand and resolve the problem but no more. Be brief and concise. If it is an issue with another person or service provider, explain what happened and why you are not satisfied with the outcome. Tell us what outcome you are seeking.

Do I have to give my name?

No. However, if you do not give us your name, we may not be able to inform you about the any actions we have taken to improve the situation. We ask that you provide your postcode, as it helps us with our demographic data.

What happens after I make the complaint?

We will acknowledge receipt of your complaint promptly and consider it carefully. In some cases, we will contact the person/s involved by telephone or in writing to seek comments or an explanation. Many complaints are resolved in this way. We may also decide to investigate, and discuss further with the complainant and any witnesses, as well as staff.

How long will it take?

Some complaints can be resolved quickly, within a day or two, often with just one telephone call. Other more complex matters can take longer to resolve. If we decide to undertake formal enquiries or an investigation, for example where the subject matter of the complaint is very serious or where the matter affects a number of individuals, gathering evidence and finding a solution may take time.

We will keep you informed of the progress of our enquiries or investigation.

What happens when the investigation is completed?

We will inform you of the outcome of our enquiries or investigation. If your complaint is upheld, we will advise you of what steps will be taken to resolve the problem.

If your complaint is not upheld or if it appears that there is no prospect of resolution, we will explain why this opinion is formed and what other action you may be able to take.

Will my complaint make a difference?

Yes. Even if it is a matter of clarifying information, or a change in a policy or a procedure, it may lead to improvements of our service.

What do I do if I want to complain about the way Carers Victoria handled my complaint?

If you do not believe that your complaint has been handled appropriately, you can ask the CEO for an internal review of the matter. Complaints may also be made to the State or Commonwealth Ombudsman offices depending on the subject of your complaint.

Victorian funded services: <http://www.ombudsman.vic.gov.au/>

Commonwealth funded services: <http://www.ombudsman.gov.au/>