

PWDWA – Feedback and Complaints Policy



1. Purpose

At People With disabilities WA, we are committed to providing high-quality services and advocacy in support of the individuals and communities we serve. We welcome feedback, including complaints, as an opportunity to learn, improve our work, and ensure accountability. This policy outlines our approach to handling complaints fairly, promptly, and transparently.

2. Scope

This policy applies to all feedback and complaints made by:

- Service users or clients
- Partners or stakeholders
- Members of the public
- Board members
- Volunteers or employees (where the complaint does not fall under internal HR policies)

Complaints may relate to:

- The quality or standard of service
- The conduct of staff or volunteers
- Organisational practices or policies
- Miscommunication or lack of information

3. Guiding Principles

- **Respect and Confidentiality:** All complaints will be handled respectfully and with appropriate confidentiality.
- **Accessibility:** We will ensure our complaints process is clear and accessible to everyone.
- **Timeliness:** We aim to respond to complaints quickly and keep the complainant informed throughout.
- **Impartiality:** Complaints will be investigated fairly and without bias.
- **Accountability and Improvement:** We will take responsibility where necessary and use complaints to inform service improvements.

4. How to Make a Complaint

Complaints can be submitted in the following ways:

- Email: admin@pwdwa.org
- Phone: +61 8 6243 6948 | Regional: 1800 193 331
- In Writing: 22 Ormsby Terrace Mandurah WA 6210
- Website: <https://pwdwa.org/contact-us/provide-feedback/>
- In Person: Please contact us to request an appointment to ensure privacy and time can be allocated. If assistance is needed to make a complaint, we will provide support or accommodations as required.

5. Complaints Process

Stage 1: Informal Resolution

We encourage informal resolution wherever possible. If you feel comfortable, raise the issue directly with the person involved or a relevant staff member. Many concerns can be resolved quickly and informally.

Stage 2: Formal Complaint

If informal resolution is not possible or the issue is more serious, a formal complaint should be submitted using the above communications methods. Verbal complaints will be written and provided to the complainant.

- Acknowledgement: We will acknowledge receipt within 5 working days.
- Investigation: A designated manager or senior staff member will investigate.
- Response: A written response will be provided within 20 working days of acknowledgment. If the issue is complex, we will notify you if more time is needed.

Stage 3: Appeal

If you are not satisfied with the outcome, you may request a review or appeal. This will be handled by a more senior staff member not involved in the original investigation.

- Appeals must be submitted within 10 working days of receiving the outcome.
- A final decision will be provided within 15 working days of the appeal request.

Stage 3: External Appeal

If you are not satisfied with the outcome of your formal complaint, you have the right to escalate the matter to an external body.

External complaints can be made to the Complaints Resolution and Referral Service.

- Phone: 1800 880 052 (free call)
- Text Telephone (TTY): 1800 301 130
- Email: crrs@workfocus.com
- Website: www.jobaccess.gov.au/complaints/crrs

6. Records and Reporting

All formal complaints will be recorded and stored securely. Data from complaints (anonymised where appropriate) will be reviewed regularly by senior management to identify trends and areas for improvement.

7. Unreasonable Complaints

We aim to resolve all complaints, but if a complaint becomes abusive, persistent, or clearly unreasonable, we reserve the right to limit our response. Any such decision will be documented and communicated to the complainant.

8. Review of Policy

This policy will be reviewed biennially or as required due to legislative or organisational changes.

10. Approval

Approved by: Kat Johns

Position: CEO

Date: 15/04/2025

Review Date: 15/04/2027