

# COMPLAINTS HANDLING CHARTER

## Complaints Handling Charter

The Complaints handling Charter supports Clients, Carers, Stakeholders and other individuals who connect in any way with Life Without Barriers to make a complaint or provide feedback. Under this Charter Life Without Barriers (LWB) recognises the rights of all people to lodge a complaint or provide feedback about any aspect of our services.

LWB upholds the rights of people to be treated with dignity and respect, and to be free from any form of violence, abuse, neglect, exploitation or discrimination. We will investigate any complaint in relation to the alleged violence, abuse, neglect or exploitation of a client and will ensure that all reporting obligations are followed.

### Do you have a complaint or some feedback?

If yes, please tell us.

In the first instance we would encourage you to talk to the person who normally provides you with a service – LWB aims to resolve complaints locally and quickly.

If you are not comfortable with that you can tell us about your concern in another way. This can be online, by phone, having a meeting, writing to us or completing a form. Depending on what you tell us we may be able to resolve the matter with a local manager or we may appoint someone not connected to the services to investigate your complaint. Information on how to make a complaints is below.

### What should you tell us?

The more information you can tell us the better.

- Your name, address and the best way to contact you.
- The details of your complaint e.g. what happened? When and where? Who was involved?
- If you have already discussed your complaint with us, the details of the person from Life Without Barriers that you spoke with.
- Copies of any documents relevant to your complaint.
- What is the outcome you want? For example: are you seeking information, are you seeking an apology, etc.

### How will we handle your complaint?

We will take the following steps:

- Acknowledge your complaint and resolve the matter as soon as possible. There are timelines we try and work to and these are based on the complexity of your complaint.
- Treat you with respect and your information in line with our Values and Privacy Policy.
- Make sure we have all the information we need from you and then investigate your complaint by talking to other relevant people and reviewing relevant information to help resolve the matter.
- Keep you informed about the progress of the complaint, and, as is appropriate, what we will do to prevent it from happening again.
- Let you know the outcome of your complaint and, as is relevant, the reasons behind the outcome.
- Record the details of your complaint on our secure, online record management system.

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## Aims

Our complaints and feedback management and resolution process aims to:

- increase service delivery and satisfaction levels resulting in improved outcomes for clients
- maintain and foster positive relationships with clients and stakeholders
- prevent the escalation of issues
- identify trends and opportunities for improvement within LWB.

We endeavour to provide a values-based approach where the principles for complaint and feedback management and resolution are aligned with our values.

### Our Complaints and Feedback Principles

Relationships	We rely on clear communication while responding to complaints or feedback and reject any retribution towards individuals.
Imaginative	We strive to make complaints and feedback easy to access and use, and actively learn from feedback received.
Courageous	We encourage all clients and stakeholders to speak up and in return we protect the rights and confidentiality of all people involved, acknowledge, and redress any wrongdoing.
Respectful	We seek to manage all complaints and feedback in a dignified and unbiased manner with a transparent and consistent process.
Responsive	We listen, acknowledge, review, and respond to complaints in a timely fashion.

## Your rights

When you make a complaint to Life Without Barriers, you have the right:

- To know the steps by which your complaint will be handled and kept informed during the process.
- To seek a review if you are not in agreement with the outcome. This may be done by escalating the matter within LWB or to an external body, e.g. the NDIS Quality and Safeguarding Commission or the relevant State Ombudsman.
- To seek legal advice.

## What else you need to know

Someone else can make a complaint on your behalf; however, we may still need to contact you directly.

You can make an anonymous complaint; however, not being able to discuss the complaint with you may limit our ability to improve and/or fix the cause.

We will do our best to protect your identity, but please bear in mind that, through the course of our investigation, your identity may become apparent to us.

We may ask for your help in the course of handling your complaint.

Our process also complies with all legislative and regulatory requirements.

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WE  
LIFE WITHOUT BARRIERS  
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## Contact us

You can make a complaint to Life Without Barriers by contacting your local Regional Office or the National Complaints Manager.

The ways for making a complaint are:

Mail: PO Box 2226  
Dangar NSW 2309

Phone number: 1800 721 226

Email: [complaints@lwb.org.au](mailto:complaints@lwb.org.au)

Website: [www.lwb.org.au](http://www.lwb.org.au)

Form: [Compliments and Complaints Form](#)  
[Compliments and Complaints form - easy read](#)