

WHO ELSE CAN HELP YOU WITH YOUR COMPLAINT?

In the Northern Territory we have an office called the Health and Community Services Complaints Commission. You can contact the Health and Community Services Complaints

Commission on
1800 004 474

or visit
www.hcsc.nt.gov.au/about/talk-up/

You can also contact the NDIS Quality and Safeguards Commission on
1800 035 544

or complete the complaint form at
www.ndiscommission.gov.au

or contact the

National Relay Service
www.relayservice.gov.au
1800 035 544

DO YOU NEED HELP WITH MAKING SURE YOUR COMPLAINT IS UNDERSTOOD?

Somerville will help you and your support networks to access services like:

NT Aboriginal Interpreter Service on
1800 334 944

Interpreting and Translating Service NT on
1800 676 254

IMPORTANT NOTE:

Any complaints received by Somerville Community Services that involve a criminal act and/or mandatory reporting will be immediately referred to the relevant authorities.

ACKNOWLEDGEMENTS:

Somerville acknowledges that some content of this brochure is from the Victorian Disability Services Commissioner brochure *'It's OK to complain - plain English'*, (www.odsc.vic.gov.au). We thank the Commissioner's office for their assistance.

Somerville also thanks Callum Bateman for his assistance in the development of the brochure.

Somerville
the courage to be ...

If you would like to learn more about Somerville's services, further information can be found online at www.somerville.org.au

Ph: (08) 89 204 100

Fax: (08) 89 204 101

Mail: PO Box 42644
CASUARINA 0811

Somerville



It's okay
to complain

WHAT ARE THE NATIONAL STANDARDS FOR DISABILITY SERVICE PROVIDERS?

They are the rules that every disability service provider has to follow. One of the rules say that every service provider, like Somerville, must have a way for people to make a complaint about things they are not happy about.

WHAT IS A COMPLAINT?

A complaint is when you tell someone that you are not happy with something about the services you receive from Somerville or any other service provider.

*It is okay to complain.
It can make services better
for you and others.*

WHAT CAN I MAKE A COMPLAINT ABOUT?

- You are not happy with the services you are getting.
- You feel scared or worried about the supports and services you receive.
- Someone tells someone else your private information without you saying it's OK.
- You have some problems with your support worker/s.

WHO CAN HELP ME MAKE A COMPLAINT?

If you feel OK about it, someone from Somerville can help you make a complaint. That might be your support worker, a co-ordinator, a manager or someone else that you know at Somerville.

Family members, carers, guardians, friends and advocates can also assist you to make a complaint and are encouraged to attend meetings with you if you want them to.

You can make your complaint to Somerville

- in person (or through another person)
- over the phone **89 204 100**
- by email **scs@somerville.org.au**
- by fax **89 204 101**
- by letter **PO Box 42644, Casuarina 0811**
- or online **www.somerville.org.au**

WILL I GET INTO TROUBLE FOR MAKING A COMPLAINT?

No, you will not get into trouble.

Complaints are good as they help Somerville staff to make sure that they are providing you with the best possible service.

WILL MY INFORMATION BE KEPT PRIVATE?

Yes, Somerville will treat your complaint as private and confidential.

WHAT WILL SOMERVILLE DO WITH MY COMPLAINT?

Our Disability Managers will meet with you to talk about your complaint. They will need you to tell them what has happened, who was there and what made you feel unhappy or sad.



You may also wish to speak with Somerville's Chief Executive Officer about your complaint.

WHAT HAPPENS NEXT?

Somerville will try and fix your complaint as quickly as possible. They will make sure that you know what is happening by contacting you every week until it is fixed.

If they can't fix your complaint they will meet with you to either:

- ask you if they can contact other people to help fix your complaint, **OR**
- tell you that your complaint cannot be fixed and provide you with the reasons in writing.