

Appendix A

INFORMATION SHEET 1- MAKING A COMPLAINT

Lifeskills Plus Inc. Commitment

If you make a complaint to Lifeskills Plus Inc. you can expect that Lifeskills Plus Inc. will:

- Treat you with respect
- Tell you what to expect while your complaint is being looked into
- Carry out the complaint handling process in a fair and open way
- Provide reasons for decisions made and
- Protect your privacy as much as the law will allow.

Every effort will be made to resolve the complaint to everyone's satisfaction. You should not be made to feel that you cannot make a complaint, nor should making a complaint have any effect on the services you are receiving from Lifeskills Plus Inc, such as changes to your services or less communication with you.

You can ask Lifeskills Plus Inc. staff for a copy of Lifeskills Policy on Feedback and Complaint Handling.

How do I make a complaint?

- You can make a complaint verbally (phone 0263726440) or in writing.
- You can also use Lifeskills Plus Inc. complaint form if you prefer
- Or email ceo@lifeskillsplus.com.au
- If you need assistance (eg advocate or interpreter) to make a complaint Lifeskills Plus inc. will help you get this. You can also seek advice and assistance from the NSW Ombudsman on (02)9286 1000 or 1800 451 524.

Who do I make the Complaint to?

You can make a complaint to any Lifeskills Plus Inc staff member.

You are encouraged to discuss your complaint with the Lifeskills Plus Inc staff you know or you may prefer to speak with the CEO.

What Can I Complain About?

You can make a complaint about any aspect of Lifeskills Plus Inc.

- Services provision
- Access to services
- Lifeskills Plus Inc. Policies
- Staff Conduct