

Appendix B

INFORMATION SHEET 2- COMPLAINTS PROCESS

What happens once I make a complaint?

Once you have made a complaint it will be given to the most appropriate person to look into it – in most instances it will be the CEO. If your complaint is about a specific Lifeskills Plus Inc. staff member or volunteer that person will not deal with it.

Your complaint should be acknowledged either verbally or in writing within 5 working days of Lifeskills Plus Inc. receiving it.

If your complaint is simple then it may be resolved immediately. If more information is needed it may take longer to resolve. You should hear from someone to discuss your complaint further within 10 working days of Lifeskills Plus Inc. receiving the complaint.

Lifeskills Plus Inc. staff will

- Explain what will happen while the complaint is being dealt with
- Tell you who will deal with the complaint
- Help you get assistance such as an advocate or interpreter if required.
- Ask your consent to make further enquiries, as necessary.

If your complaint needs to be investigated further Lifeskills staff will keep in regular contact to update you on how things are progressing, at least every 10 working days or as agreed with you.

Once the complaint is resolved as far as possible, you will be informed of the outcome. You may wish to raise any ongoing problems or concerns at this time.

Sometimes it may not be possible for a complaint to be resolved completely. If this is the case Lifeskills Plus Inc. staff will work with you to look at other options to address your issues.

