

# Complaints & Feedback

This document explains Cahoots **Complaints & Feedback Policy**

A policy tells you **HOW** and **WHY** we do things

When you see the word **we** or **us** in this document it means **Cahoots**

	<p><b>This policy tells you</b></p> <p>How you can make a complaint</p> <p>What we do to fix it</p> <p>How you can give us feedback</p>
	<p><b>Who is this policy for?</b></p> <p>It is for you and your family or your decision makers</p>
	<p><b>A complaint is when</b></p> <p>You are not happy about something</p> <p><b>and</b></p> <p>You tell someone</p>
	<p><b>It is important that we know</b></p> <p>When there are problems</p> <p><b>or</b></p> <p>If you are not happy with the services you use</p>
	<p><b>It is always ok to speak up</b></p> <p>You will not get in trouble for</p> <p>Making a <b>Complaint</b></p>

	<p><b>When you make a complaint we can</b></p> <p>Learn how to make our services better</p> <p><b>and</b></p> <p>Make sure you and others are safe</p>
	<p><b>When you tell us a complaint</b></p> <p>You do not <b>have to</b> tell us your name</p> <p>This is called an <b>anonymous</b> complaint</p>
	<p><b>Sometimes you need someone to help you make a complaint, like</b></p> <p>Someone in your family</p> <p>Your guardian</p> <p>Another person you trust</p>
	<p><b>Sometimes you might want to use an advocate</b></p> <p>An advocate is a person who is</p> <ul style="list-style-type: none"> <li>• Independent and on your side</li> <li>• Will work with you to help you speak up for yourself</li> </ul> <p>We can give you a list of Advocates</p>
	<p><b>You can also tell us about</b></p> <ul style="list-style-type: none"> <li>• How well we are doing</li> <li>• What you like we are doing</li> </ul> <p><b>and</b></p> <ul style="list-style-type: none"> <li>• Your ideas about what else we can do</li> </ul> <p>This is called <b>feedback</b></p>

	<p><b>How you can make a complaint or give us feedback</b></p> <ul style="list-style-type: none"> <li>• Tell any Cahoots worker or leader</li> <li>• Send us an e-mail at <a href="mailto:info@cahoots.org.au">info@cahoots.org.au</a></li> <li>• Telephone us on 1300 103 880</li> <li>• Complete the website <a href="#">Cahoots Feedback and Complaints Form</a></li> </ul>
	<p><b>When we are handling your complaint, we will</b></p> <p>Listen carefully and respect your views</p> <p>Be culturally sensitive</p> <p>Protect your privacy</p> <p>Work with you to help sort out the problem</p>
	<p><b>Please tell us if you need</b></p> <p>An <b>interpreter</b></p> <p>someone who speaks your language, <b>or</b></p> <p>Information in a different format.</p>
 	<p><b>What happens after you make a complaint?</b></p> <p>We will let you know that we got your complaint</p> <p>We will work with you to sort out the problems</p> <p>We will not talk to anyone who was not involved</p> <p><b>but</b></p> <p>Sometimes we do need to tell other people about your complaint</p> <ul style="list-style-type: none"> <li>• If the law tells us to</li> </ul> <p><b>and</b></p> <ul style="list-style-type: none"> <li>• To keep you or someone else safe</li> </ul>

	<p><b>How long will it take?</b></p> <p>If your complaint is easy to fix, it should be fixed straight away</p> <p>If it is a big complaint, it might take longer</p> <p>We will tell you what is happening and how long it might take</p>
	<p><b>If we couldn't fix your complaint, it will</b></p> <p>Go to the person in charge of Cahoots, the <b>CEO</b></p> <p>The CEO will try and fix your complaint</p>
	<p><b>If you are still not happy you can</b></p> <p>Call the NDIS Commission on 1800 035 544</p> <p>Complain online at the NDIS Commission website  <a href="#">NDIS Complaint Contact Form</a></p> <p><b>or</b></p> <p>Call the Health and Disability Services Complaints Office (HaDSCO) on 1800 813 583</p> <p>Complain online at <a href="#">HaDSCO Complaint Form</a></p> <p>The NDIS Commission or HaDSCO will work with us to fix your complaint</p>
	<p><b>We keep records</b></p> <p>We keep a record of your complaint or feedback in our Complaints and Feedback Register</p> <p>We record</p> <ul style="list-style-type: none"> <li>• What your complaint was</li> <li>• If we fixed it. How we fixed it</li> <li>• If we could not fix it. Why we couldn't fix it? What else we can do to help fix it</li> </ul>

 	<p><b>What if you want to make a complaint about abuse?</b></p> <p><b>Abuse</b> is when someone hurts you</p> <p><b>Abuse</b> is never ok</p> <p>It could be by</p> <ul style="list-style-type: none"> <li>• Physical abuse - hurting your body</li> <li>• Emotional abuse – hurting your feelings or threatening you</li> <li>• Financial abuse – taking or controlling your money</li> <li>• Sexual abuse – does something to you in a sexual way that is not ok</li> <li>• Neglect - not looking after you properly</li> </ul>
	<p><b>How to report abuse</b></p> <ul style="list-style-type: none"> <li>• You should get help</li> </ul> <p><b>and</b></p> <ul style="list-style-type: none"> <li>• Report any abuse to the Police as soon as possible</li> </ul> <p><b>or</b></p> <ul style="list-style-type: none"> <li>• You can tell us</li> <li>• We have rules in place that help you</li> </ul>

You can request the **Cahoots Complaints and Feedback Policy** by contacting us

Send us an e-mail at [info@cahoots.org.au](mailto:info@cahoots.org.au)

Telephone us on 1300 103 880

## Versions

No.	Approval Date	Description of Amendment
1.0	26/05/2023	New
2.0	05/03/2026	Updated Easy Read document to align with the Complaints and Feedback Policy and Procedure and improve clarity for participants.

Owner	Approver	Next Review
Community Engagement Manager	CEO	May 2027