

NSS Complaints Procedure

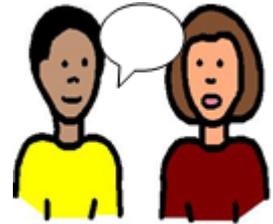
Warning – Uncontrolled when printed! The current version of this document is kept on the NSS Internal Server.

Northern Support Services for people with disabilities Inc

Document [Complaints Procedure](#) Approved 31/01/2017 Version 2

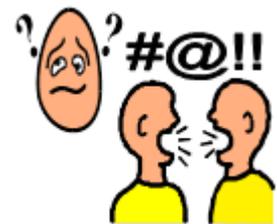
WHAT IS A COMPLAINT?

A complaint is saying something you are not happy about



A complaint might be:

A disagreement between you and another person at NSS



You are unhappy about how your service is provided or how things are done at NSS



You think you are not being treated fairly or a problem you have raised has not been taken seriously

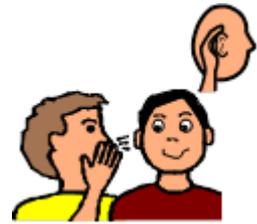


MAKING A COMPLAINT

At NSS you have the right to be listened to and to have your problem or complaint sorted out

To sort out your problem or make a complaint you can:

1. Talk to the person you have a problem with and try to sort it out between yourselves
2. If this does not work, ask a Staff Member for help. NSS Staff will help you write down your complaint and will do the best to help you solve the problem. If the Staff Member cannot solve your complaint, they will tell a Manager
3. The Manager will talk to you about your complaint within 3 working days and try to solve your problem within 21 working days. You can bring a Support Person or an Advocate with you to help you discuss your complaint with the Manager
4. An Advocate is someone who is not involved in the problem and who can help you speak up and be listened to. An advocate can be a family member, a friend, a staff member who is not involved in the issue, or someone who works for an Advocacy group like VALID



5. The Manager will record your complaint on a Register which goes to the Office of the Disability Services Commissioner. This is an organisation that makes sure that NSS deals with your complaint correctly. No personal information about you will be given to the Office of the Disability Services Commissioner



6. Within 21 days, the Manager will discuss a way that your complaint might be resolved



7. If you are unhappy with the outcome of your complaint you can request that another Manager at NSS try to solve it. The other Manager will try to solve your complaint within another 14 working days. Again, you can bring a Support Person or Advocate with you to help you



8. If you are unhappy with the outcome of your complaint you can ask an independent organisation like the Office of the Disability Services Commissioner for help and advice



1800 677 342

9. A Mediator may be needed to help resolve the complaint. A Mediator is a person who doesn't work for NSS who will help both sides come to an agreement

