



Complaints information for clients

Gunditjmara Aboriginal Cooperative (GAC) is committed to providing high quality services to those in need, but sometimes we get it wrong. You can let us know where we have made a mistake by making a complaint.

GAC takes all complaints very seriously and welcomes them as an opportunity to improve the services we provide. This document informs you of how you can make a complaint, and what to expect when you make a complaint.

What can I make a complaint about?

You have a right to complain to GAC, the Governing body or Commissioner regarding any incident or issue that occurs during the delivery of our services, or in connection with our services.

Your rights


We are committed to upholding your rights as a service user, including the right to:

- Be free from any reprisal following a complaint, such as any change to, or cancellation of, services.
- Be supported to report your complaint to the Governing body or Commissioner if you are not satisfied with the way we respond to a complaint.
- Be involved in decisions related to resolving a complaint.
- Have our privacy and confidentiality protected.
- Remain anonymous if you choose.

How to make a complaint

You can submit a complaint by:

- Completing a complaint submission form online through our website
- Completing the Clients & External Stakeholders Complaints Form located at reception at GAC's Kepler St and Banyan St work sites and placing it into the corresponding Suggestion Box
- Submitting a written complaint to the relevant manager or executive director

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- Via telephone to the relevant manager, team leader or executive director on 03 5559 1234
 - Filling out the complaint form located on our website and emailing or posting it to us via the contact methods listed in our 'contact us' section on our website

Anonymous complaints can be made by phone, writing and or face to face meeting, just mention it at the time of complaint submission.

Our complaints procedure

- The appropriate manager or team leader will discuss with you (and your family/carer/advocate) all the details of the complaint, including the outcomes you would like to see.
- You will receive an acknowledgement of the complaint which will include the expected timeframe for your complaint to be resolved.
- If appropriate, we will conduct an investigation into the circumstances surrounding your complaint.
- You will receive information on the outcomes of your complaint and be given the chance to ask for a review or refer the complaint to the Governing body of Commissioner
- We will use your complaint to review our systems, policies, and procedures to improve our services.

Our obligations

For all complaints made to us we will:

- Treat all complainants with dignity and respect
- Attempt to resolve the issue to the best outcome for all parties, within 14 days
- Keep you informed of developments regarding your complaint
- Maintain records regarding your complaint
- Provide support to access translation, advocacy, or other support services where appropriate
- Report any breaches of legislation to the relevant authority

Some complaints can be resolved on the spot; however, others may require an investigation which can take time.

GAC will endeavour to resolve complaints as soon as we can, and keep you informed of the process.