

Request for Review, Feedback and Complaints

If you have a request for review; complaint or would like to suggest changes to the way In Home Care (IHC) Support Agency ACT delivers services to you, we want to hear from you. IHC welcomes feedback, both positive and negative, and we are committed to resolving issues and improving services to the community.

IHC recognizes it is not always easy to tell people you don't like the way they are doing things; however we need to know if there is a problem. You may wish to chat about something informally or complain more formally about something more serious. Making a complaint to IHC will not affect your access to IHC services, or prevent you from receiving services for IHC in the future.

How to request a review:-

The best way to request a review, is in writing. Please supply us with any additional information, which was not considered at the time of the initial assessment.

How to make a complaint:

You can make a complaint to any staff member at any time. Complaints can be made in person, over the phone, by email or by letter. A Complaints Form is available at reception, from your case worker or on our website www.ihcsupportagencyact.org.au. When you make a complaint in person or over the phone, the person you speak to will write down your complaint, and may ask you for further information.

1. The first person to contact is your IHC co-ordinator, who may be able to suggest ways to sort out the problem. Often the problem can be easily resolved.
2. If your complaint is about your IHC co-ordinator, or you feel more comfortable talking to someone else, you can contact the Program Manager or Director
3. After talking to these people, if there is no resolution, or the matter is serious, you can contact the Chief Executive Officer at Marymead.

IHC staff can all be contacted by ringing 02 6162 5846 or 1800 940 906. If you wish, you can request a meeting at IHC main office to discuss the complaint. You are welcome to invite a support person to be present at the meeting.

How soon will IHC Support Agency ACT respond to your complaint:

IHC will keep you informed about the progress of your complaint, and seek to resolve the complaint as a priority. A simple complaint may be resolved within a week, but a more complex complaint will take longer. IHC will endeavor to resolve all complaints within 20 working days.

You have a right to an advocate

If you do not feel comfortable making a complaint to IHC, you have a right to ask an advocate, or representative, to make a complaint on your behalf. This can be someone you know or someone from one of the advocate organisations listed over the page.

You can remain anonymous

Your complaint can be anonymous if you would like it to be. The choice is yours, however, we will be able to respond more effectively and give you feedback and further support, if we know who you are. If you make an allegation against a staff member, this cannot be investigated unless you provide your name.

Your complaint will be treated as confidential:

Your complaint will be treated confidentially, with information only being shared with those who need to know in order to resolve the issue. However, if your complaint is about a staff member, they have a right to know about the complaint and be given time to respond.

If the matter you are complaining about involves an immediate threat of harm to anyone, or abuse or neglect of a child, action will need to be taken immediately to inform the police or your local care and protection services.

In this situation, if you require an urgent response, please call Marymead on 02 6162 5800 and ask to speak to any Program Manager, Director or the Chief Executive Officer, contact the police on 131 444 or ACT Care and Protection on 1300 556 729.

If you are not satisfied with the outcome of your complaint

You may take your complaint to an organisation or person outside Marymead

Department of Education

Public Advocate of the ACT -

The ACT Ombudsman -

ADACAS

(ACT Disability, Aged and Career Advocacy Services)

ACT Children & Young Peoples Commissioner

ACT Human Rights & Discrimination Commissioner

ACT Health Services Commissioner

Conflict Resolution Services

inhomecare@education.gov.au

02 6207 0707 or pa@act.gov.au

1300 362 072 or ombudsman@ombudsman.gov.au

02 6242 5060 or adacas@adacas.org.au

02 6205 2222 or actkids@act.gov.au

02 6205 2222 or human.rights@act.gov.au

02 6205 2222 or human.rights@act.gov.au

02 6162 4050 or mediation@crs.org.au

Department of Education and Training

www.education.gov.au/frequently-asked-questions-12#complaints-handling-process--contact