

FEEDBACK AND COMPLAINTS

Easy English

Procedure

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Parent Policy: Policy Statement 4 - Feedback and Complaints

Scope: All Corporate

Owner: Executive Managers



Barkuma will always do our best to provide quality supports and services. But if something goes wrong, or you are not happy you have the right to complain.



Complaints are important—they can help Barkuma understand your needs and improve the quality of supports and services we provide.



Who to talk to about your complaint:

If you feel comfortable, you should first talk to your key worker / case manager or support worker.



Otherwise, you can speak to any Barkuma staff or board member



If you are still worried or not satisfied, talk to the Senior Practitioner on 8414 7100 or Chief Executive Officer of Barkuma on 8414 7100.



How to make a complaint:

You can tell someone in person or over the phone on 8414 7100



You may write your complaint down and send it to us by:



Post: ATT: Senior Practitioner, Level 3, 151 B South Tce Adelaide

Email: barkuma@barkuma.com.au



Website: <https://www.barkuma.com.au/contact-us/>



You can choose whether to tell us your name and details or make the complaint anonymously (not tell us who you are)



Your complaint will be kept **PRIVATE** and **TREATED SERIOUSLY**

You will be contacted within 7 days of receiving your complaint by someone at Barkuma.



Barkuma will log the complaint and allocate a manager to investigate, respond and report on the issue. You will be contacted to be informed of the outcome of your complaint.



You may also wish to contact:

Disability Advocacy & Complaints
Service of South Australia

☎ call: 08 71226030

TTY: 1800 555630

Interpreter Service – National
Interpreting & Translating Centre

☎ call: 131450

TTY: 1800280203

Independent Advocacy
(Free call)

☎ call: 8232 6200

☎ call: 1800 999 884

Commonwealth Government Complaints
Resolution and Referral Service (CRRS)

☎ call: 1800 880 052

TTY: 1800 301 130

National Relay Service

☎ call: 1800 555 677 (To register call
1800555660)

Health & Community Services
Complaints Commissioner (HCSCC)

☎ call: 8226 8666

Country SA callers 1800 232 007

NDIS Quality & Safeguards Commission

☎ call: 1800 035544

Central Community Legal Service

☎ call: 8342 1800