

We welcome your feedback.

RDAWA seeks feedback on all our activities and we hope that our clients and volunteers will encourage us where they believe we have performed well.

If you have any concerns or suggestions on how we could improve the delivery, standard or management of our services please don't hesitate to provide us with your views.

Contact us.....

Riding for the Disabled Association of WA Inc
303 Cathedral Avenue, Brigadoon, WA 6069
Tel 08 9296 4655 Fax 08 9296 2363
Email eo@rdawa.org.au or info@rdawa.org.au
www.rdawa.org.au

Other Contacts for help

Delys Franke, **RDAWA Grievance Officer**

Email: youngfranke@dodo.com.au

People With Disabilities WA

Oasis Lotteries House, 2/37 Hampden Road
Nedlands WA 6009

Tel 08 9386 6477

Ethnic Disability Advocacy Centre

320 Rokeby Road, Subiaco WA 6008

Tel 08 9388 7455

Scope

All clients and volunteers of RDAWA have a right to have their concerns about service delivery, care and treatment or other issues, heard and addressed. Complainants should be encouraged to voice their concern, or complaint, at the point of the services, i.e., at Centre level. They also have a right to receive Information about progress and improvements in service delivery upon request.

The consumer grievance/complaints process is an avenue for encouraging clients, relatives/carers and volunteers to express concerns and offer views about different aspects of service delivery and centre management. In this way the grievance and complaints process contributes to quality improvement and risk management throughout the organisation.

Clients, volunteers and staff have a right to complain about the service they are receiving without fear of retribution or discrimination and can expect complaints to be dealt with promptly and confidentially.

Person/s affected by the complaint should be fully informed of all facts and given the opportunity to put their case forward.

Definitions

A '**complaint**' is an expression of displeasure, dissatisfaction or resentment.

A '**grievance**' is a complaint about an event which causes resentment and is grounds for action.

A '**dispute**' is a disagreement or argument between people or groups about something important; the assertion of conflicting claims/rights between parties; a question regarding the truth/validity of something.

Developing abilities and enriching lives



RDAWA Grievance and Complaints Policy

How RDAWA aims to resolve disputes/complaints, you not alone.....





We aim to please

At our RDAWA centres we endeavor to provide our clients and volunteers with the best service and program management.

We want to know if you have experienced services that have not met with your expectations.

There are two ways you can inform us about the issue prompting your complaint:

- Speak to someone at the centre or ask to speak to a committee member.
- Fill out a complaints registration form available at the centre or downloadable for the RDAWA website www.rdawa.org.au

Our philosophy is clearly defined in our grievance/complaints policy, procedures provided in this leaflet and elsewhere.

Policy

All people involved in RDAWA have the right to complain. All complaints, whether formal or informal, written or verbal, will be received and handled in the spirit of cooperation. Where possible all complaints should be resolved in order to prevent reoccurrence. Ideally complaints should be resolved at the point of service.

Policy procedure

The grievance/complaints process is an avenue for encouraging clients, relatives/carers/staff and volunteers to express concerns and offer views about different aspects of our service delivery and centre management. In this way the grievance/complaints process contributes to quality improvement and risk management throughout the organisation.

All complaints should be handled in accordance with the following guidelines (in accordance with Australian Standard ISO 10002/2006

- All complaints must be dealt with in accordance with the 'grievance/complaints policy' procedures.
- All complaints received must be recorded and shall be acknowledged within 14 days of receipt.
- All complaints will be investigated and complainant notified of the results of the investigation as per the policy.
- Where resolution cannot be found at the source the matter will be referred to Centre Management level
- Where resolution cannot be achieved at Centre Management level the matter will be referred to State Office.
- The whole process should be completed within 28 days of the complaint being registered.



**RIDING FOR THE DISABLED ASSOCIATION
OF WESTERN AUSTRALIAN INC**

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