

Making a complaint

MIFWA is committed to providing high quality support and services, but sometimes we may get it wrong. If we have not met your expectations or the commitment we made to you, you can let us know where we have made a mistake by making a complaint.

MIFWA takes all complaints very seriously and welcomes them as an opportunity to improve the services we provide.

This brochure 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 MIFWA or Health and Disability Services Complaints Office 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 Health and Disability Services Complaints Office if you are not satisfied with the way we respond to a complaint.
- Be involved in decisions related to resolving a complaint.
- Have your privacy and confidentiality protected.
- Remain anonymous if you choose.

How to make a complaint

You can submit a complaint by talking with us, placing your complaint in a suggestion box at MIFWA head office or Lorikeet Centre, on the feedback form on our website or by completing a complaint submission form.

- Emailing us at info@mifwa.org.au
- Writing to us at PO Box 1947 Midland Delivery Centre 6936

Our complaints procedure

- The allocated staff member designated to manage your complaint 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 Health and Disability Services Complaints Office.
- 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 21 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.

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



Complaints about NDIS Services

NDIS participants have the right to complain about the services they receive. If you have a concern about your current NDIS supports or services, it is important that you talk about it. Complaints are important—they can help MIFWA understand what is important to people and improve the quality of services they provide, so your complaint can help other people too.

If you feel comfortable, you are encouraged to raise your concern or complaint with MIFWA, as this is often the best way to have your issue resolved quickly.

If MIFWA is unable to resolve your concern or complaint, then you should seek further support.

You may seek support from family, a friend or an independent advocate in making a complaint. MIFWA can put you in touch with independent advocacy organisations.

You can make a complaint about your MIFWA NDIS service directly to the NDIS Commission by:

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- [National Relay Service](#) and ask for 1800 035 544.
- Completing a [complaint contact form](#)