



MacKillop Family Services

A shared ministry of the Sisters of Mercy, Christian Brothers and Sisters of St Josephs.

DISABILITY SERVICES METROPOLITAN Using the complaints form

Note: A complaint does not need to be registered where a client expresses dissatisfaction about a matter that can be dealt with or resolved immediately. For detailed information on the complaints process, please refer to Operations Manual Section C16.

Complaint is received by staff member

Complaints form is used to capture as much information as possible at the time

Complainant is informed that they will be contacted within 48 hours and advised of the course of action, and timeframe in which their issue will be dealt with and by whom.

Complaint form given to Disability Services Manager (Metro)

Disability Services Manager (Metro) to recommend course of action

Outcome is communicated to Complainant

Complaint form is filed with Admin

Complaint and outcome is added to complaints spreadsheet to be forwarded to Complaints Officer Jenny Glare (note this may happen immediately after complaint is made if warranted).