



Greenleaf Consultancy

Your care is in safe hands

Complaints Guidelines

GreenLeaf Consultancy welcomes feedback.

We really want to hear what you have to say; whether it's to tell us you are not happy with the service you are getting or how we can be better at what we do.

What is a complaint?

A complaint is when you have a problem with the services and/or supports you are getting, and you want it fixed.

How do I make a complaint?

You can make a complaint in the best way that works for you

You can:

- Talk to a staff member you feel comfortable with
- Call the GreenLeaf Consultancy office on 0412 947 432
- Write to GreenLeaf Consultancy at PO BOX 1614, Mount Barker SA 5251
- Email GreenLeaf Consultancy at admin@greenleafconsultancy.com.au
- Talk to anyone at GreenLeaf Consultancy. All staff can take your details and forward to the relevant Manager
- Other places you can call or email about your complaint.
 - Health and Community Services Complaints Commissioner (HCSCC) on [8226 8666](tel:82268666) or free call [1800 232 007](tel:1800232007) from country South Australia using a landline or lodge online at <https://www.hcsc.sa.gov.au/making-a-complaint/#who-can-i-complain-about>
 - National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission at <https://www.ndiscommission.gov.au/about/contact> or call [1800 035 544](tel:1800035544)
 - Aged Care Quality and Safety Commission at <https://www.agedcarequality.gov.au/making-complaintlodge-complaint/online-complaints-form> or at [1800 951 822](tel:1800951822)
 - Privacy South Australia at <https://www.sa.gov.au/topics/rights-and-law/personal-information/privacy-of-your-personal-information>
 - Australian Equal Opportunity and Human Rights Commission on [1300 656 419](tel:1300656419)
 - Commissioner for Children and Young People on [08 8226 3355](tel:0882263355)

When you make a complaint, we will:

- Listen to you to understand what you are not happy about
- Give you information about why something has happened
- We will make every effort to help you in the best way possible and or/change the way services are provided to you
- Make sure nothing bad happens because you made a complaint

You can get help to make a complaint by:

- Asking a friend or family member
- Using an interpreter. An interpreter is someone who speaks your language. Call the Interpreting Centre on [1800 280 203](tel:1800280203)
- Call Disability Services Commissioner on [1800 232 007](tel:1800232007)

Your complaint:

Your complaint will be private and confidential. This means we will keep your details safe.



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