

	Policy Type:	Governance and Sustainability
	Policy No:	GS06
	Creation Date:	31 March 2006
	Last Review Date::	October 2017
	Next Review:	October 2020
	Responsible Officer:	Chair
BOARD POLICY		
TITLE:	Complaints and Disputes	
PURPOSE:	To detail the process Family Support WA will follow when dealing with complaints and disputes and to ensure complaints and disputes are resolved promptly and satisfactorily.	
NATIONAL DISABILITY SERVICES STANDARD:	Standard 4: Feedback and complaints	
LEGAL CONSIDERATION:	Disability Services Act 1993	

Family Support WA ensures that all individuals receiving support and their families are free to make complaints, to have those complaints dealt with promptly, fairly and without adversely affecting current or future services.

The information provided to Family Support WA will be dealt with seriously and confidentially by management and the Board. Individuals will receive a timely response and be informed of the action taken by Family Support WA to address their complaint.

Family Support WA believes concerns and complaints are an opportunity to improve the quality and outcomes of services.

Family Support WA ensures individuals and their families are aware of their right and freedom to give positive and negative feedback about all aspects of their supports and services.

We understand there may be times in which individuals are unhappy with the resolution of the complaint and we encourage them to contact appropriate external complaints organisations.

We will inform them of their rights to do so and assist them to make contact with those organisations.

Chair Signed: 

Date: 20 / 10 / 2017