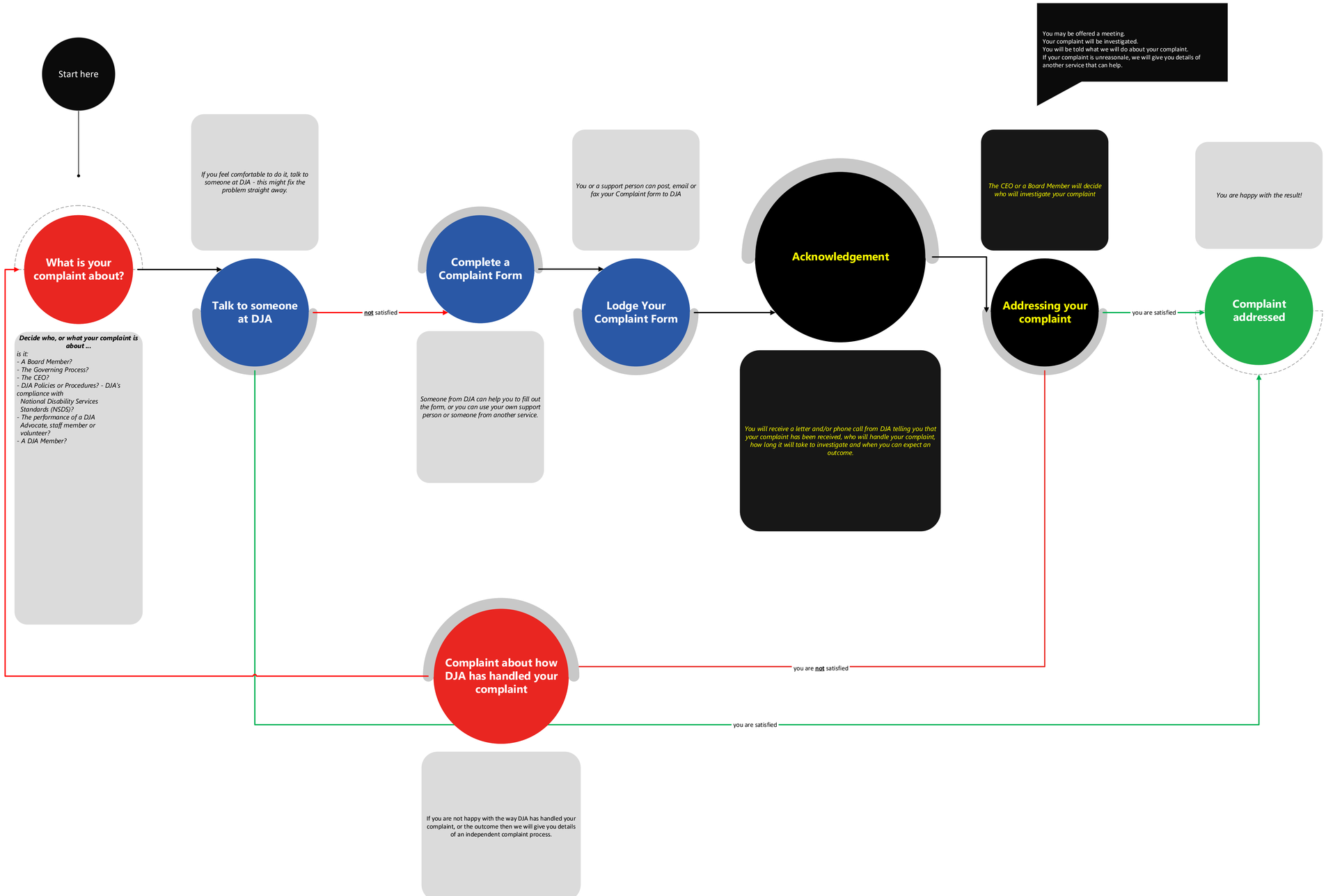
Start here
What is your complaint about?
Decide who, or what your complaint is about ...
is it:
- A Board Member?
- The Governing Process?
- The CEO?
- DJA Policies or Procedures? - DJA's compliance with National Disability Services Standards (NSDS)?
- The performance of a DJA Advocate, staff member or volunteer?
- A DJA Member?
If you feel comfortable to do it, talk to someone at DJA – this might fix the problem straight away.
Talk to someone at DJA
not satisfied
Complete a Complaint Form
Someone from DJA can help you to fill out the form, or you can use your own support person or someone from another service.
You or a support person can post, email or fax your Complaint form to DJA
Lodge Your Complaint Form
Acknowledgement
You will receive a letter and/or phone call from DJA telling you that your complaint has been received, who will handle your complaint, how long it will take to investigate and when you can expect an outcome.
The CEO or a Board Member will decide who will investigate your complaint
Addressing your complaint
You may be offered a meeting.
Your complaint will be investigated.
You will be told what we will do about your complaint.
If your complaint is unreasonale, we will give you details of another service that can help.
you are satisfied
You are happy with the result!
Complaint addressed
Complaint about how DJA has handled your complaint
you are not satisfied
you are satisfied
If you are not happy with the way DJA has handled your complaint, or the outcome then we will give you details of an independent complaint process.