

## COMPLAINTS & DISPUTES

Each person we support is free to raise and have resolved, any complaints and disputes he/she may have regarding Sunnyfield or its services.

Sunnyfield will ensure that the people we support, their families, advocates and carers, as well as employees can complain if they do not like something about Sunnyfield, without any fear that this will affect how they are then treated by Sunnyfield. We see complaints as an opportunity to improve our services.

We will assist the people we support with whatever options and information they require about making a complaint, including telling them about their rights, people within Sunnyfield and alternative services in the community that can help. We will provide different options and ways for people to complain so that they can choose which way makes them most comfortable.

Sunnyfield treats complaints as confidential and has written procedures to take action respectfully and fairly in a timeframe that we agree upon with the person who made the complaint. We will honestly listen to, and act on, what people tell us to better improve our services.

We make sure that the families, carers and advocates of the people we support have options for giving feedback and being involved in the complaints process.

We show our commitment to a person's right to raise complaints and have them resolved by ensuring that all Sunnyfield employees and volunteers understand, comply with and apply the intent of this written policy and related procedures. We strive for continuous improvement and will review this policy regularly in consultation with the people we support.

People can make a complaint and Sunnyfield will listen, support and take action.

# Legislative framework for Complaints Resolution at Sunnyfield

Note: This represents the general breakdown of complaints reporting mechanisms at Sunnyfield. There may be some cross-over between columns: for instance in the case of bullying, which can also constitute corrupt conduct, or an incident etc. however this cross-over is seen as positive in assuring redundancy in mechanisms that allow issues to be reported and resolved.

