

HPA Feedback and Complaints

Easy Read Fact Sheet



You can ask for help to read your HPA Inc. (HPA) documents.
A friend, family member or support person may also be able to help you.

HPA ensures we protect the rights of all people. This document explains how we handle feedback and complaints quickly and fairly.

Please ask your supervisor if you require a copy of the HPA Feedback and Complaints Policy. This is a summary of some of the important parts of that document.

Feedback and Complaints

- A Complaint is when you let us know you are unhappy about something.
- Feedback is any idea you might have to improve what we do and how we do it, or to let us know you like how something is now.
- At HPA Feedback and Complaints are welcomed. These help us continue to improve processes and provide the best service possible.
- Feedback and Complaints are recorded in our Continuous Improvement Register to help us improve our work practices.
- We would love to hear from you; for the good things and the not so good.

To make a complaint or give feedback:

- Ask for a Complaint/Feedback form
- Talk directly to any member of staff
- Respond to a questionnaire or survey
- Send an email or text message to staff or inspire@hpa.net.au
- Ask a family member, guardian or advocate to set up a stakeholder meeting
- Contact someone outside our organization who can help you make the Complaint or provide Feedback, or comment on your behalf.

Your Complaint or response to your Feedback:

Your Complaint or response to Feedback is managed by delegated HPA staff, depending upon the focus of the issue. They report to their Managers, General Manager Operations and CEO.

A Complaint or Feedback can be received from:

Anyone may contact us to make a Complaint or give us Feedback. This includes you, your family, staff, public, advocates and carers. This can be done anonymously (the person does not have to tell us who they are).

How we manage a Complaint:

1. **Acknowledge** - We let you know we have received your complaint and have started the process of looking at the issue you raised.
2. **Review** - We review the complaint and talk to you about what you would like the outcome to be. We will keep you informed while offering an advocate or interpreter if needed.
3. **Assessment** – We will assess your complaint and work on a pathway to an outcome.
4. **Investigation and Decision** – We will work on the complaint and keep you informed. We may ask for more details. We will fully investigate the issue before we provide a resolution. We will follow up with a clearly written response.
5. **After the Decision**- After the investigation we will explain the outcome and we will ask you if you are happy with the outcome. We will do everything we can to ensure this type of issue does not happen again.

If the Complaint can't be resolved, it may be referred to an outside organisation that deals with these issues. These are listed in the Policy.

**HPA Feedback and Complaints
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Signature Page**

My name is: _____

I have been provided a copy of the
HPA Feedback and Complaints Easy Read Fact Sheet.

Date: _____

Signed: _____

I have received training that includes HPA Feedback and Complaints.

Date: _____

Signed: _____