



PEOPLE OF PEONY'S FEEDBACK AND COMPLAINTS POLICY AND PROCEDURE

What is This Policy About?

This policy is here to help you:

- **Give feedback** (tell us what you liked or didn't like)
- **Make a complaint** (tell us if something went wrong)
- **Feel safe and supported** while doing it

Everyone can use this policy — participants, families, carers, support workers, and community members.

Why it Matters

Your voice helps us:

- Do better
- Fix things
- Make services safer and kinder

We *welcome* your feedback — good or bad!

What is...

- **Feedback** = Your thoughts or feelings about our service
- **Complaint** = You're unhappy and want something fixed
- **Compliment** = You're happy and want to say thanks!
- **Complainant** = A person making a complaint
- **Advocate** = Someone who helps you speak up
- **Procedural fairness** = We listen to all sides and treat everyone fairly



Your Rights

You have the right to:

- Speak up safely
- Make a complaint at any time
- Get help from a family member, friend or advocate
- Know what's happening with your complaint
- Choose how you want to share your feedback (talk, write, email, form)

We promise:

- No punishment or bad treatment if you complain
- To keep your information private
- To support you with interpreters or Easy Read information if you need it

How to Give Feedback or Make a Complaint

You can:

- Talk to a staff member
- Fill in a Feedback and Complaints Form
- Call: 07 4642 1010
- Email: hr@peopleofpeony.com
- Post a letter: 278 Margaret Street, Toowoomba QLD 4350
- Use our website: www.peopleofpeony.com
- Speak to an advocate or support person

You can also complain directly to:

- NDIS Commission: 1800 035 544 or [online](#)
- Human Rights Commission, Queensland Ombudsman, or Office of Fair Trading if needed



What Happens Next

Here's what we do when you make a complaint:

1. We Listen – We hear you out and try to fix it straight away.
2. We Record It – We write it down and keep it safe.
3. We Acknowledge – We contact you within 2 days to let you know we got your complaint.
4. We Investigate – Someone who wasn't involved will look into it fairly.
5. We Resolve – We fix what we can and let you know how.

You'll get:

- A written or verbal update
- A full response within 28 days (or we'll explain any delays)
- Help understanding anything tricky (with interpreters or support)

What We Might Do

We may:

- Explain what happened
- Say sorry
- Fix the problem
- Offer staff more training
- Use your feedback to improve our service

Want Help?

We'll help you:

- Fill out forms
- Find an advocate
- Get your message across

Use this website to find an advocate:

<https://disabilityadvocacyfinder.dss.gov.au>



Your Privacy

Your personal details are kept safe and private. We only share them if:

- You say it's okay
- The law says we must
- Someone's safety is at risk

If Something is Really Serious

If your complaint is about:

- Abuse
- Neglect
- A serious crime

We will:

- Take it seriously
- Report it right away
- Make sure you're safe

How We Learn and Improve

We:

- Check complaints monthly
- Review trends and feedback
- Use your ideas to do better
- Include your voice in how we make changes



Other Helpful Things

We have:

- A Feedback Form
- A Participant Handbook
- An Easy Read Charter of Rights
- A Privacy Policy
- Support to help you make complaints

DOCUMENT CONTROL

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