

1. Purpose

Lighthouse Disability has a Feedback and Complaints Policy because everyone has the right to give us feedback or make a complaint.

Feedback is when you can tell us about:

A problem you may have or have seen

If there is something we can do better

Something that we are doing well

Complaint is when something has gone wrong with your services, supports or you are not happy with your SDA property.

Complaints are more serious than feedback.

We want to hear your feedback and complaints so that we can make sure you are happy with the services, supports and your home.

2. Scope

This policy is for clients, family, carers, advocates, members of the general community and anyone who has dealings with Lighthouse Disability.

3. Responsibilities

We have people at Lighthouse Disability who will make sure that there are processes in place so that you can give us feedback or make a complaint.

Some of those people will review your feedback or investigate your complaint.

There is also someone who will record your feedback or complaint.

4. Policy

At Lighthouse Disability we have important ideas that guide us when we receive your feedback or manage your complaint.

Those ideas are called Principles and they include:

Your right to speak up about the services, supports and the SDA property in which you live.

We will always treat you fairly, no matter when you have given us feedback or made a complaint.

We will treat you with respect and dignity and respect your privacy and confidentiality of your information.

We will respond to feedback and complaints in the same way each time and with fairness.

We will make sure that you can easily access information to let you know how to give us feedback or make a complaint.

We will use your feedback and complaints to make improvements to the services and supports you receive.

5. Process

Anyone can give us feedback or make a complaint about Lighthouse Disability, its staff, services or SDA properties.

5.1 If you want to give us some feedback or make a complaint you can:

- Use TTY 1800 555 677
- An Interpreter 131 450
- Speak with your Community Support Worker, who will help you to give us the information
- Email: feedback@ld.org.au
- Phone: 08 8256 9800
- Post: Lighthouse Disability, PO Box 722, Salisbury SA 5108
- Visit: Lighthouse Disability, 101 Park Terrace, Salisbury SA 5108
- You can fill in a form on our web page:
www.lighthouse disability.org.au/contact-us/share-your-feedback

You can also use a family member, carer, guardian or advocate to assist.

5.2 If you give us some feedback or make a complaint, we will get back to you within 3 working days just to let you know that we have received your feedback or complaint.

If you have made a complaint. we will try to fix it as soon as we can.

As we manage your complaint, we will let you know:

- What will happen next.
- How long we think it might take to fix the complaint.
- If you need to give us some more information.
- What we think the result of your complaint may be.
- We might ask if you have some ideas to help us fix the complaint.

5.3 If you are not happy with how we have dealt with your complaint or the end result of your complaint you can contact:

For SDA related complaints: -

- South Australian Civil and Administrative Tribunal (SACAT)

E: sacat@sacat.sa.gov.au

Address: Level 4, 100 Pirie St. Adelaide SA

Ph: 1800 723 767

- Consumer and Business Services

E: [Consumer and Business Services | Consumer and Business Services \(cbs.sa.gov.au\)](#)

Address: 4-6 Chesser St. Adelaide SA

Ph: 131 882

- Australian Consumer Rights Commission

E: [Home | ACCC](#)

Ph: 131 450 then give the number 1300 302 502

General Complaints:

- NDIS Quality and Safeguards Commission

E: [Making a complaint | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](#)

Address: Level 5, 95 Grenfell Street ADELAIDE SA 5000

Ph: 1300 362 072

Feedback and Complaints Policy

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- Disability Advocacy & Complaints Service of South Australia (DACSSA)
E: admin@dacssa.org.au
Address: 33 Franklin Street ADELAIDE SA 5000
Ph: 08 8207 1977
- Equal Opportunity Commission SA
E: equal@sa.gov.au
Address: Level 15, 10 Franklin Street ADELAIDE SA 5000
Ph: 08 8207 1977
- Office of the Public Advocate
E: opa@agd.sa.gov.au
Address: 211 Victoria Square ADELAIDE SA 5000
Ph: 1800 066 969

5.4 There is a full written version of this policy available if you wish, contact us and we will organise a copy for you.

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