

## You have the right to ask questions!

### Your complaints and concerns are welcome!

Skylight values the input of participants, employees, volunteers and members at every level of the organisation, and want to ensure that any member, visitor or participant feels comfortable and able to share concerns and raise a complaint. Skylight is committed to continual service improvement and treats complaints, concerns and issues seriously and with respect.

### Will it affect the way I receive services?

Raising a complaint or concern **will not** affect the way you receive services in any way, but raising a complaint may lead to a review of how Skylight works. Skylight employees will work towards resolving your concern with you in a fair way and in the shortest possible time and treats all complaints confidentially.

### Is support available?

You have the right to have an advocate with you throughout any complaint process. An advocate can be someone you know, for example, a family member or friend, or an advocate can be a worker from an advocacy service. Alternatively, Skylight staff can support you to find an advocate.

### How do I raise my concern?

#### Informal feedback



- In the first instance, if safe and comfortable to do so, approach the relevant staff by telephone, in writing or in person, to try and sort out any issue or problem in a direct way
- If you have a conflict or dispute situation with another member or participant, please approach a Skylight staff member who will explore a possible resolution
- If these actions do not provide you with the outcome you seek, or it is not an option for you to approach Skylight staff directly, you may choose to raise a complaint at Skylight

#### Raising a Complaint



- Please contact a Service Delivery Team Leader or Manager, either by telephone, in writing or in person
- The Team Leader or Manager will receive any written documentation, or support the completion of documentation of the issue/s raised
- The specific Team Leader or Manager managing the complaint process will investigate the complaint, will contact you if any further information or clarification is required, and will keep you informed of the complaint process



- It is the responsibility of Skylight to make all reasonable attempts to resolve the complaint and advise you of the resolution within a 30 day period

### What if I am not happy with the resolution?

If the resolution is not to your satisfaction, you may choose to contact the **Disability, Advocacy and Complaints Service** or the **Health and Community Services Complaints Commissioner**. You also have the right to use civil or criminal legal procedures to settle a complaint.