

## **It's ok to speak up and make a complaint to Grampians Community Health.**

We want to do the best we can for you and learn from any mistakes made. This is a guide for you to make a complaint about Grampians Community Health or our staff that support you.

Some common reasons people make complaints are:

- If you feel your rights have not been respected or have been breached
- To fix something that has gone wrong
- To prevent mistakes that have occurred from happening to someone else
- To make sure that our services improve.

There are several ways you can make a complaint to Grampians Community Health. Our fact sheets on making a complaint are available from Grampians Community Health offices, online at [www.gch.org.au](http://www.gch.org.au) or your support worker can get them for you. You can lodge a complaint by phone, online, completing a form, or whatever way works best for you.

All complaints are confidential and only get shared with your permission.

It is your decision what you put in a complaint. These points may be helpful:

- Identify the issues
- Write down what happened and how it impacted on you
- Highlight what rights you think have been affected
- And be clear about what will address your concerns as this is what you are asking for.

It is your decision what you ask for and it can help to talk to someone you trust or an independent advocate.

Some common things people ask for are:

- A change to their service plan
- A change in behaviour from the people that support you
- A meeting with the decision makers at Grampians Community Health and you can bring a support person to help you with this
- An acknowledgment or apology for something that went wrong
- A change to our systems so mistakes don't happen again
- Compensation for harm caused (Victorian Legal Aid) can advise you on this as well.

You also have the right to make a complaint about Grampians Community Health services to the Health Complaints Commissioner, the Disability Services Commissioner or the NDIS Commission. Grampians Community Health can provide you with the contact details for these authorities.

**So, if you have a complaint, speak up and let us know. If something is wrong we really want to know about it.**