



Complaints and Feedback

We want you to tell us if the supports or services that DLi are providing you make you unhappy, if we are doing something wrong or something isn't working for you. We want to do a good job in supporting you. We would also love to hear what we are doing well and what you like about us too!

What is feedback?

- Concerns for anything that makes you feel unhappy, worried or unsure.
- Suggestions for anything that could improve DLi's services.
- Any comments about DLi, including anything you are happy about or we are doing well.
- Ideas of ways DLi could improve our services or any general comments regarding your experience

What is a complaint?

- A complaint is when you do not like something and tell someone about it. This could be anything about DLi's services.

To make a complaint you can talk to:

- a family member or friend
- your NDIS Support Coordinator
- a staff member you trust such as a Support Worker, Team Leader, House Coordinator or Manager (who can submit a complaint for you)

You can also provide feedback or make a complaint using the following methods:



Fill out a form

You can ask your House Coordinator, Team Leader, or Client Service Manager to print a form for you and send it to Head Office at 6 George Street, Stepney SA 5069.

OR

Complete the form on our website on the 'Feedback, Complaints & Advocacy' page.



Telephone Us

You can telephone us on 8132 5400 between 9am and 5pm, Monday to Friday. When you call ask to speak to the Client Engagement Team or a member of the People and Culture Team



Email Us

You can send us an email describing your feedback or complaint. Send your email to feedback@dl.org.au

It's important you talk to us about your complaint so that we can help fix it. If you don't want to talk to us, you can contact the NDIS Quality and Safeguards Commission via telephone on 1800 035 544 or access their website for more information: [Complaints | NDIS Quality and Safeguards Commission](#).

Who can make a complaint?

Feedback or complaints can be made by clients, family members, friends, decision makers or your NDIS Support Coordinator (or another person connected to you). You don't have to tell us your name when making a complaint if you don't want to, but this means it will be harder for us to assess and resolve your complaint if we don't know who you are.

If you need help providing feedback or making a complaint, you can ask someone who cares about you to help you. This person is sometimes called an Advocate.

An advocate is a person who supports you and helps you to explain what you want so that your views are heard, and problems or other matters can be resolved. This can be family member or friend, a staff member or someone you feel comfortable with and trust. You can find more information about Advocates on the DLi website 'Feedback, Complaints and Advocacy' page.

We will let you know once we have received your complaint. We may contact you to ask you some questions and to ensure we understand your complaint and the action you would like us to take.

We will only share information with people who need to help with your complaint. Once we have investigated your complaint, we will contact you to give you an update and discuss the outcome/resolution.

Please see our plain English resource for a step-by-step guide on how to make a complaint.



Complaint Form

Your name (optional):
(as the person completing this form)

Your contact telephone number (optional):
(during business hours)

Your email address (optional):

If you are completing this form on behalf of a DLi client, what is their name (optional):

If you are providing feedback or making a complaint on behalf of a DLi client, what is your relationship to the client (i.e. family member, decision maker, staff member, advocate)

What is your preferred method of contact:

☐

By email

☐

By telephone

☐

Other, please provide details below

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Would you like someone to contact you to talk about your feedback or complaint?

☐

Yes

☐

No

Which DLi service is your complaint about?

☐

Supported Independent Living (SIL)

☐

In-home Support

☐

Medium Term Accommodation (MTA)

☐

Short Term Respite (STR)

☐

Social and Community Participation

☐

Head Office

☐

Specialist Behaviour Support

Please provide details of your feedback or complaint

(if you have consented, we may need to contact you to discuss these details further)

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What action would you like us to take to resolve your complaint?

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