



## How to make a complaint at DLI - A plain english resource

It's always ok to speak up if you're not happy with the supports or services that DLI are providing you and you want to make a complaint.

You can talk to us when something goes wrong with your supports or the services we provide. This is called a complaint.

Complaints help us make sure that DLI supports and services are working well and that we are keeping clients safe.

### If you have a complaint:

1. Decide how you would like to make your complaint. You can fill out a form, talk to us or email us



#### Fill out a form

You can ask someone to print a form for you. The form needs to be sent to Head Office at  
6 George Street, Stepney SA 5069  
OR

You can fill out the form on DLI's website on the 'Feedback, Complaints & Advocacy' page.



#### Telephone Us

on 8132 5400 between  
9am and 5pm  
Monday to Friday.



#### Email Us

You can send an email to  
[feedback@dlj.org.au](mailto:feedback@dlj.org.au)

2. If you need help to make a complaint, you can ask someone who cares about you or who you trust to help you. This could be a family member or friend, a staff member you trust or your NDIS Support Coordinator. This person is sometimes called an Advocate.
3. We will let you know when we receive your complaint.
4. We will only share your complaint with staff at DLI who need to know.
5. DLI's Safeguarding Team will make sure the right person is helping with your complaint.
6. We may need to meet with you (and your advocate if you'd like) to get more details about your complaint. We might ask questions to make sure we understand the complaint. We will repeat back the main points to make sure that we are clear on your concerns.
7. We understand that making a complaint can be difficult. We will treat you with respect and listen to you.
8. We will act promptly and investigate your complaint. We will keep you updated about the progress of our investigations into your complaint.
9. DLI will work with you to try and resolve your complaint and will let you know what action we are taking.

If you have any questions you can talk to us on 8132 5400.