

Do we listen when you make a complaint about the disability supports we provide to your family member / the person you are advocating for?



Complaints culture survey – family members and advocates

This survey is intended to provide us with feedback about whether you think we have a positive culture in relation to complaints.

Date completed:

Think about the the disability supports we provide and consider the extent to which you agree with each statement below.	Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
1. You know that you have the right to complain about the supports we provide.	1	2	3	4	5
2. You know what the process is for making a complaint to us.	1	2	3	4	5
3. You are comfortable making a complaint to us.	1	2	3	4	5
4. You feel that we are responsive to complaints.	1	2	3	4	5
5. We acknowledge when we have made a mistake and offer an apology.	1	2	3	4	5
6. We use a variety of ways to seek feedback from you about the supports we provide.	1	2	3	4	5
7. You are made aware of any improvements or changes to supports resulting from a complaint.	1	2	3	4	5
8. We have informed you that you can complain to the Disability Services Commissioner about the supports we provide.	1	2	3	4	5



Thanks for your feedback!

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