

Do we listen to you when you make a complaint?

Complaints culture survey – **people with a disability who access services**



What is a complaint?

Sometimes people are not happy with their disability service. They might think staff are doing something wrong. When people are not happy they can tell someone. Telling someone that you are not happy is called a complaint.

This survey will let us know how you think we respond to your complaints.

Date completed:

Think about the supports we provide for you.			
Answer the questions by circling your answer			
1. Do you know that you have the right to complain if you are not happy with the support you are getting?	No	Not Sure	Yes
2. Do you know how to make a complaint to us?	No	Not Sure	Yes
3. Do you feel OK about making a complaint to us?	No	Not Sure	Yes
4. Do staff listen to you if you complain?	No	Not Sure	Yes
5. Do we say sorry if we have made a mistake?	No	Not Sure	Yes
6. Do we ask you what you think about the supports we provide?	No	Not Sure	Yes
7. Do staff tell you how things have improved or changed after you have made a complaint?	No	Not Sure	Yes
8. Do you know that you can complain to the Disability Services Commissioner about your disability supports?	No	Not Sure	Yes



Thanks for your feedback!

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