

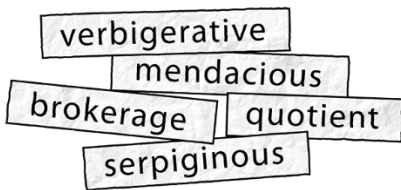
Complaints Policy



This is an Easy Read version of Inclusion Australia's Complaints Policy.



It explains how Inclusion Australia deals with complaints.



Hard words are in **bold**.

We explain what they mean.



You can read the big version of this policy on our website

<https://www.inclusionaustralia.org.au/contact-us/>

Complaints at Inclusion Australia



You have the right to make a complaint to Inclusion Australia.



We want to make sure we deal with complaints in a way that is

- Fair and respectful
- Easy to understand
- As fast as possible.





How to make a complaint

You can make a complaint to Inclusion Australia

- by email
admin@inclusionaustralia.org.au
- by phone
1300 312 343



Who deals with complaints at Inclusion Australia

The CEO deals with complaints made about

- Inclusion Australia's work
- Inclusion Australia staff
- Inclusion Australia advisory group members.





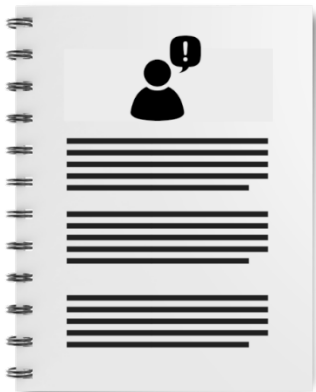
The Inclusion Australia Board Chair deals with complaints made about

- The CEO
- Board Directors.

Steps we take to deal with complaints

Step 1

We write down the details of your complaint in our Complaints Register.



We let you know that we have received your complaint and tell you how long we think it will take to deal with.

Step 2

We will look into your complaint within 5 days.



We will tell you how we are dealing with your complaint within 10 days.

30 DAYS



Step 3

We try to deal with your complaint within 30 days.

We will let you know how we dealt with your complaint and if there is anything you need to do.



If it takes longer than 30 days for us to deal with your complaint we will let you know.

What if I am still not happy?

You should let us know if you are not happy with how we dealt with your complaint.



The CEO or Board will look into other ways of dealing with your complaint.



For example asking someone trained in dealing with complaints for help.

This is called a **mediator**.



Complaint privacy and confidentiality

Details about your complaint are kept in our Complaints Register for 3 years.



The Complaints Register is **confidential**.

This means your information is kept private and can only be seen by the CEO and the Board.