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Responsible Person	Executive Officer	Approved	Dec 2018
Endorsed by	Executive Officer	Scheduled review date	Feb 2020

Amicus encourages people to provide feedback and raise complaints as it assists us to make sure that we are providing high quality services. Anyone can provide feedback or make a complaint about Amicus. This may be the people who chose our support, a family member or advocate, member of the public or staff.

<p>Step 1</p> <p>Talk to the Person</p> <p><i>If this doesn't work in 7 days go to Step 2</i></p>	 <p>Talk to the person concerned to try and resolve the problem. If you can't resolve the problem complete the Amicus Complaint & Feedback Form prior to meeting with the Service Co-ordinator.</p>		
<p>Step 2</p> <p>Talk to the Co-ordinator</p> <p>Phone 5441 2666</p> <p><i>If this doesn't work in 7 days go to Step 3</i></p>	<p>Disability, Targeted Care Packages, CHSP, Access and Support, TAC, Indigenous Services & Children in Out of Home Care Services, Outside School Hours and Vacation Care</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Shayne Scott</p> <p>sscott@amicus.org.au</p> </div> <div style="text-align: center;">  <p>Sophia Wight</p> <p>swight@amicus.org.au</p> </div> <div style="text-align: center;">  <p>Natalie Hayes</p> <p>nhayes@amicus.org.au</p> </div> </div>		
<p>Step 3</p> <p>Talk to the EO</p> <p><i>If this doesn't work in 21 days go to Step 4</i></p>	 <p>Talk to the Executive Officer of Amicus. Her name is Ann-Maree Davis. Phone 5441 2666 or email adavis@amicus.org.au</p>		
<p>Step 4</p> <p>Write to the COM</p> <p><i>If this doesn't work in 28 days go to Step 5</i></p>	 <p>You can write to the Committee of Management (COM) of Amicus at 100 Queen St, Bendigo, 3550. Mark your envelope 'Confidential'. The COM will make a decision within 4 weeks that the staff must follow.</p>		
<p>Step 5</p> <div style="text-align: center;">  <p>ring</p>  <p>Write</p>  <p>Email</p> </div>	<p style="text-align: center;">Disability (Incl. OHSC and VC)</p> <p><u>Disability Services Commissioner</u> Level 30, 570 Bourke St Melbourne 3000</p> <p>Ph. 1800 677 342 Email: Complaints@odsc.vic.gov.au On-line form : http://www.odsc.vic.gov.au/making-a-complaint</p> <p><u>NDIS</u> National Disability Insurance Agency, GPO Box 700, Canberra ACT 2601 Email: feedback@ndis.gov.au On-line form: https://www.ndis.gov.au/about/contact-us/feedback-complaints/complaint-form</p> <p>Drop the form into any National Disability Scheme Office or send it with an email.</p>	<p>HACC and Aged Manager of Aged Care Department of Health PO Box 513 Bendigo 3552</p> <p>Ph. (03) 5434 5555</p> <p style="text-align: center;">TAC</p> <p>Traffic Accident Commission Level 2 60 Brougham St GEELONG 3220</p> <p>Ph. 1800 332 556</p>	<p style="text-align: center;">Staff</p> <p>There are a number of external options available for staff but these depend on the nature of the complaint.</p> <p>If you are unable to resolve your complaint at Step 4 the written response from the COM will provide details of the external options relevant to your issue</p>