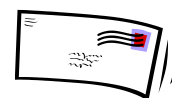


**NOTES:**     *An Easy English version of this policy is on the next page.  
If you require this policy in another format please contact the VALID office.  
This is Section 2.10 from the VALID Operational Polices document*

- a. If a VALID client is unhappy with the advocacy or other VALID service they should first speak to their advocate or staff member about their complaint and what they would like to see happen. It is best if this is in writing and on a VALID form.
  - Often when this happens - the VALID advocate/staff member and client can continue working together. The complaint is sorted out.
  - Where the client still has a complaint, then the Executive Officer will take charge of the complaint for VALID.
- b. VALID will try its best to have the complaint dealt with quickly and fairly and the VALID Executive Officer will keep the client up to date about what is happening to sort out the complaint.
- c. The Executive Officer will contact the client within 48 hours of getting the complaint and will check the details and explain again how VALID will try to get the complaint sorted out.
- d. If the client wants an advocate who is independent of VALID during this process, the Executive Officer will help the client to obtain one.
- e. If the client is not raising the complaint directly with their VALID advocate or staff member they may make the complaint directly to the Executive Officer, or at any time, they may take the complaint to the Disability Services Commissioner.
- f. When VALID has tried its best to settle the complaint it will tell the client what it has done and may have a meeting about this. VALID will also put this in a letter.
- g. The letter will also tell the client that if they are still unhappy and the complaint is not settled, that they may go to the Disability Services Commissioner or other relevant Complaints Body. The contact information for the Disability Services Commissioner and other places which can assist will be included in the letter.
- h. If the client believes the complaint has been sorted out, they will be asked to sign a form which VALID will keep for its records, and a copy will also be given to the client.
- i. Someone from VALID will ring the client a few months after the complaint has finished, to check that everything is still OK. This is another chance for VALID to improve its services.
- j. Every year the Executive Officer will make a report to the Disability Services Commissioner about the complaints VALID has received and what the results have been.

## VALID Contacts

130 Cremorne Street Richmond Vic 3121  
Telephone: (03) 9416 4003 Fax: (03) 9416 0850  
E-mail: [office@valid.org.au](mailto:office@valid.org.au)

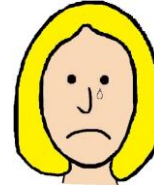


**If you**



**have a problem**

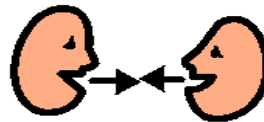
**OR**



**are unhappy  
with VALID**



**it is ok**



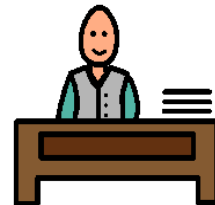
**to talk to**



**advocate**



**family or friend**



**manager  
or worker**

**or the**



Disability  
Services  
Commissioner



**to sort it out, so you are happy**

**Note:** We can provide information on other advocacy services