

Feedback Policy

Independent Living Centre Tasmania [ILCT] welcomes information and feedback from clients that will enable improvement of the quality of services.

Clients have a right to provide feedback about the service they are receiving from ILCT without fear of retribution and can expect complaints to be dealt with fairly and promptly.

Clients are to be made aware of their right to provide feedback and should fully understand the complaints procedure and the use and availability of advocates.

Clients have the right to use an advocate of their choice to negotiate on their behalf with the staff and/or management of ILCT. This may be a family member or friend, or an agency, such as Advocacy Tasmania, Speak Out Association of Tasmania, or Association of Children with Disability.

Complaints may be lodged by telephone, in print, electronic formats or in person.

All formal complaints will receive a response within fourteen (14) days.

Persons affected by a complaint are to be fully informed of all facts and given the opportunity to put their case.

Details of a complaint are kept confidential amongst staff directly concerned with its resolution.

The client's permission must be obtained prior to any information being given to other parties that may require involvement to resolve the complaint.

Refer to:

6.03 Clients' Rights and Responsibilities Procedure.

6.01 Complaints Procedure