

Feedback Policy - Easy Read (Complaints, Compliments & Suggestions)



Feedback (Compliments, Complaints & Suggestions)



This policy explains what **Feedback** means, why it is **important** and **how to provide feedback** to Juniper.



Feedback means providing helpful information,

This includes:

- **Giving Juniper a compliment**
- Making a **suggestion** for **improvement** or,
- Making a **complaint**



Giving a compliment means **saying something positive** about Juniper and **what we are doing well.**



Making a suggestion means having an **idea** about what Juniper can **do different** or **better** and **telling us about it.**



Making a Complaint means **telling Juniper** that you are **unhappy about something**, and you think we should know.



Juniper **encourages** and welcomes **all customers** and **their representatives** to provide **feedback** because **it helps** us to **improve** our **service** and **safeguard** the people we support.

There are **many ways** to **provide feedback**

Such as:



- **In person**
- Over the **phone**
- **Email**



Juniper also has **Feedback forms**. These are **available** at every **residential site** (usually in foyer or the activity room). You can **fill out** a feedback form and **place it in the feedback/suggestion box**. If you **need support** you can ask your **representative** or a **Juniper worker** to **help you**.



Please **tell Juniper if you need:**

An interpreter – someone who speaks your language.



Or **Information** in a **different format**, such as **Sign language** or **audio described**.



After Juniper **receives feedback**, we will **let you know within 2 days** that we have received it.



Juniper will **keep a record** of **your feedback** and will:

- **Pass on compliments** to Juniper workers
- **Consider your suggestion/idea** for improvement
- **Investigate your complaint**



All complaints received are **kept private**. Only the people involved in the complaint will be made aware.



If a **complaint** can **be fixed easily**, Juniper workers may be able to **fix the problem** quickly.



If the **complaint can't** be fixed easily, it may need to be **investigated** and further **action taken**. This can take up to **14 days** (sometimes longer). If this happens, Juniper will:

- Make sure you know **what is happening** and **when**
- **Who** is **involved** and,
- **What action** Juniper will take **to fix the problem and/or prevent** it from happening again.



If you **would like help** or **support** to make a complaint, you may like to **speak with an advocate**.



Please **contact Juniper** if you would like **more information** about Feedback – Compliments, Complaints and Suggestions OR if you would like to **view** this information in **another format** (way):

- **Phone:** 1300 313 000
- **Online** <https://www.juniper.org.au/contact-us/>
- **Speak to us in person**



You can also contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or by visiting their website:

www.agedcarecommission.gov.au



Or you may also contact the **National Disability Insurance Scheme (NDIS) Commission** on **1800 035 544**

or by visiting their website: www.ndiscommission.gov.au



For **more information** about **advocacy services**, you can **visit this website:**

✓ <https://www.myagedcare.gov.au/advocacy>

✓ <https://opan.org.au/>