

Easy English Complaints Policy

Complaints Procedure

LSV has a Complaints and Compliments Policy and Procedure. It says that you have the right to let someone know if you have a problem, and you have the right for a staff person to help you with the problem.

Some reasons why you might have a problem

- if someone hurts you
- if someone is mean to you
- if someone makes you feel uncomfortable
- if someone makes you do something you don't want to do
- other things that make you feel upset
- if you are not happy with the people who support you
- if you do not like a decision made about you

Who can you talk to?

You choose the person to help you. It might be:

- a staff person
- the CEO
- an advocate
- someone from your family
- a friend
- someone who doesn't come from LSV

What will happen?

- you need to tell the person what the problem is
- a support person or advocate can help you talk to the person who upset you, write down the problem, and help you get information
- if it is against the law, then the police will help you too
- It is the person's job to keep everything about the problem private; but they may need to speak to the CEO or your support person
- if the problem won't go away and the person can't help anymore, you can choose someone else to help you

Some people that may help can be found at these places:

- VALID 1800 655 570 or 03 9416 4003
- Disability Services Commissioner 1300 728 187
- Department Education & Training Website
<https://www.education.vic.gov.au/about/contact/Pages/expired/compliancecompla in.aspx>
- National Training Complaints Hotline 13 38 73
- Gippsland Disability Advocacy Inc <https://www.gdai.com.au/>