

Your Feedback Matters

An Easy Read Guide for Bedford Clients

Your feedback is important to Bedford. This Easy Read Guide tells you how you can give feedback or make a complaint.



This guide has been written by Bedford. When it says 'we', it means 'Bedford'.



You can ask for help to read this. A staff member, family, or friend might help you.

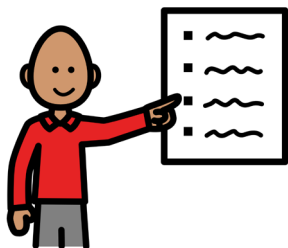


We have used pictures to help explain how we will support you.



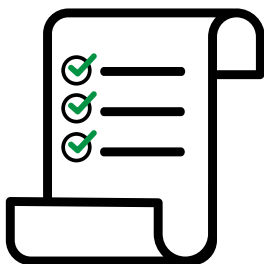
This guide is about Bedford's policy on client feedback and complaints.

The policy includes the most important facts



A policy is:

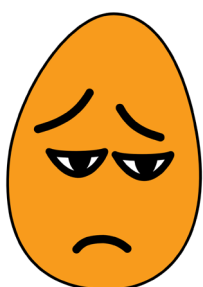
- a plan for how to do things.
 - where our rules come from.
-



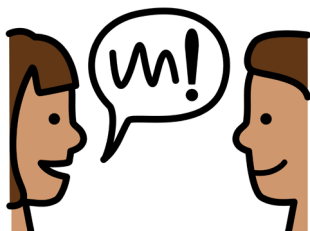
We must follow certain laws and rules to keep everyone safe at Bedford.



We want to hear from you.

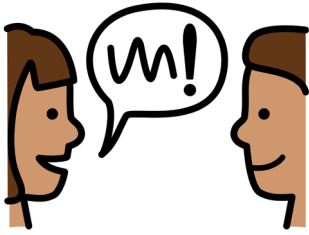


if you feel unhappy.



or want to tell us a better way to improve.

What is feedback?



Feedback is when you tell us about:

- a problem.
- something we have done well.
- how we could do something better.



Your feedback is important because it helps us change things to make them better, or lets us know when we are doing our job well.

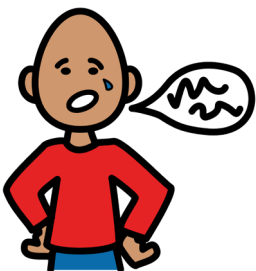
What is a complaint?



Feedback can be a complaint. Complaints are when you tell us something you did not like about our service.



We want to hear your complaints so we can try and fix things.



You have a right to complain if you are unhappy about something.

What will Bedford do about my complaint?



We will listen to you and take you seriously.



You will be treated in a kind and respectful way.



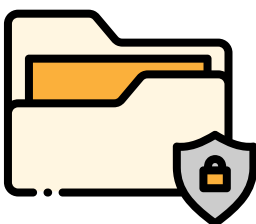
We will find the right person to help you with your complaint.



We will do our best to make sure you are given information you understand.



We will tell you what is going to happen.








We will keep your complaint private, and you don't have to give your name.

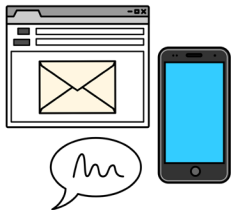
How do you make a complaint?

You can talk to your support staff. You can also ask someone else at Bedford to help, if you prefer.



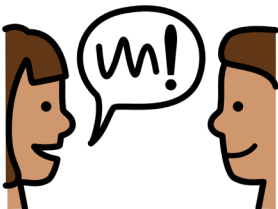
At Bedford you can make your complaint by:

-  talking to support staff
-  calling the Safeguarding team on **8275 0211**
-  email – **feedback@bedfordgroup.com.au**
-  filling out a paper form that support staff can give you
-  filling out a form on the Bedford website

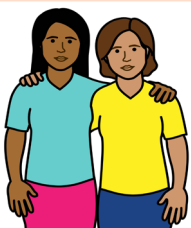


You can also contact organisations outside of Bedford to make your complaint. You'll find contact numbers and email addresses on the last page of this guide.

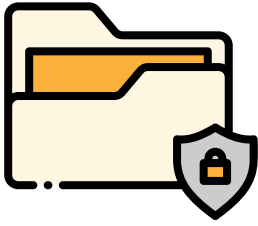
What happens when you make a complaint?



You can tell us how we can help you.



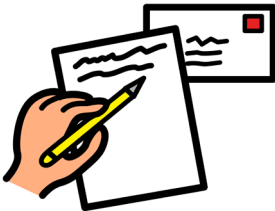
We will ask if you would like support from your family or a friend.



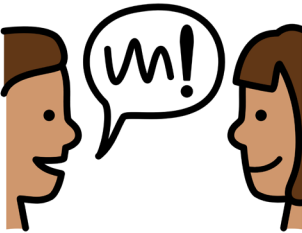
We will keep your complaint private, unless the law forces us to share details.



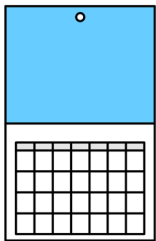
We will only share it with people who can help.



We will let you know in writing that we have your complaint.



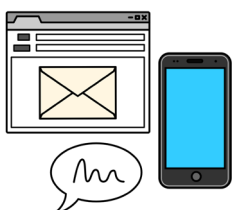
We will tell you how we are going to help you.



We will try to fix your complaint within 21 days.

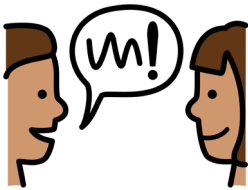


We will let you know if we need more time.



We will keep in touch with you and let you know what is happening with your complaint.

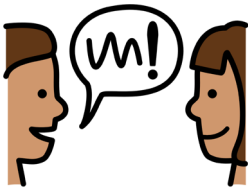
When we have finished with your complaint...



We will update you when we are finished, but we may have to keep some details private.



We will ask you if you are happy with how we helped you.

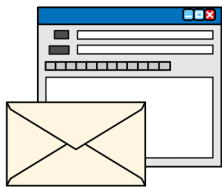


We will tell you what else you can do if you are not happy with the outcome.

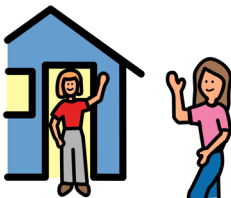
How do you make a complaint?



Call us – our phone number is **8275 0211**



Email us – **feedback@bedfordgroup.com.au**

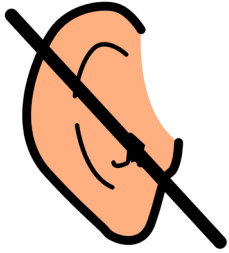


Visit one of your contact officers or your employee mentors at your site.

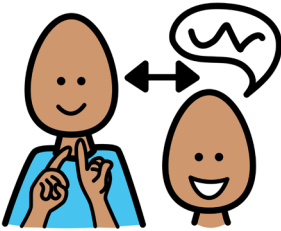


Website – **www.bedfordgroup.com.au/feedback**

How do you contact Bedford?



If you are deaf, hard-of-hearing, or have a speech impairment, contact the national Relay Service www.relayservice.gov.au



If you need an interpreter or translation into other languages, please call the Translating and Interpreting Services (TIS National) on **131 450** and ask them to call Bedford on **08 8275 0211**

How do you get help from outside Bedford?

You can also make your complaint to:

NATIONAL DISABILITY QUALITY & SAFEGUARDS COMMISSION for SA
1800 035 544

www.ndiscommission.gov.au
contactcentre@ndiscommission.gov.au

SOUTH AUSTRALIA BEHAVIOUR SUPPORT
sabehavioursupport@ndiscommission.gov.au

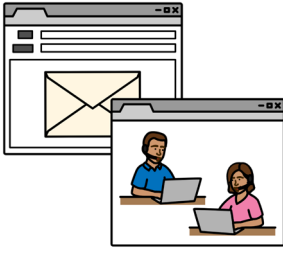
NDIS BEHAVIOUR SUPPORT PRACTITIONERS
ndispractitioners@ndiscommission.gov.au

DISABILITY ADVOCACY AND COMPLAINTS SERVICE OF SA
7122 6030

admin@dacssa.org.au
Level 7, 70 Pirie Street, Adelaide, SA 5000

DISABILITY RIGHTS ADVOCACY SERVICE INC
8251 9500

dmcginlay@dras.com.au
infoservice@humanrights.gov.au



If your complaint is to do with illegal conduct you may also choose to contact the Bedford Whistleblower Protection Officer. The Whistleblower Protection Officer is someone who tells others, like the government or the public, about things that are wrong or illegal in a business. They do this to try to make things better or to stop bad things from happening. You can contact the Bedford Whistleblower at **whistleblower@bedfordgroup.com.au** or **0457 912 463**.