















This document shows how to make a complaint to DAISI

<p>1.</p> 	<p><i>Talk to someone at DAISI:</i> In person Or on the phone</p>	<p><i>Write to DAISI:</i> In a letter By Email Fill out a Complaint Form</p>								
<p>Address: Shop 3, 166 River Street, Ballina NSW 2478 Phone: 1800 800 340 Email: info@daisi.asn.au Online: www.daisi.asn.au/index.php/about/feedback</p>										
<p>2</p> 	<p>The person makes a complaint. The person they are speaking to may fill out a complaint form.</p>	<p>3</p>  <p>DAISI will record the complaint in our register.</p>								
<p>4</p> 	<p>DAISI will investigate the complaint within 5 work days.</p>	<p>5</p>  <p>You will be contacted within 14 work days, to tell you what DAISI is doing and how long it will take.</p>								
<p>6</p> 	<p>Complaints will usually be decided within 21 work days. If DAISI can't do this we will let you know.</p>	<p>7</p>  <p>We will meet with you to discuss the complaint.</p>								
<p>8</p> 	<p>Sometimes we might have to tell someone else about your complaint. Eg: one of DAISI's managers</p>	<p>9</p>  <p>Sometimes we may need to report to another service Eg: Medical person</p>								
<p>10</p> 	<p>You choose who you speak to and you can speak to the same person about your complaint each time.</p>	<p>11</p>  <p>Making a complaint will not change how we treat you, and you will not be penalised in any way.</p>								
<p>12</p> 	<p>If you are not happy about how we deal with your complaint, you can ask us to have another look at your complaint (appeal).</p>	<p>13</p>  <p>Or you can send the complaint to our supervisors:</p> <ul style="list-style-type: none"> • FACS 02 6686 1911 • NSW Ombudsman 1800 451 524 								
<p>14</p> 	<p>Complaints about Abuse or Neglect can be reported to:</p> <table border="0"> <tr> <td>National Disability Abuse and Neglect Hotline</td> <td>1800 880 052</td> </tr> <tr> <td>NSW Elder Abuse Helpline</td> <td>1800 628 221</td> </tr> <tr> <td>Anti-Discrimination Board of NSW</td> <td>1800 670 812</td> </tr> <tr> <td>Aged Care Complaints Scheme</td> <td>1800 550 552</td> </tr> </table>		National Disability Abuse and Neglect Hotline	1800 880 052	NSW Elder Abuse Helpline	1800 628 221	Anti-Discrimination Board of NSW	1800 670 812	Aged Care Complaints Scheme	1800 550 552
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