



Complaints Policy

Accessible Version

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Overview

At Empower Autism, we want to make sure that you're happy with the programs and services we provide. If you have a complaint, we take it seriously and we'll do our best to fix it quickly.

Who does this policy apply to?

This policy applies to everyone who uses our programs and services, including clients, families, staff members, and volunteers.

What is a complaint?

A complaint is when you're not happy with something we've done or how we've provided a service.

How do I make a complaint?

Step 1: Talk to the person involved

If you're not happy with something, with the staff member or volunteer who's involved first this can be in person, in an email, or with someone to help you. They might be able to help you quickly. If you don't feel okay to talk to the person you go straight to step 2.

Step 2: Make a formal complaint

If you're still not happy, you can make a formal complaint in writing to the CEO (ceo@empowerautism.org.au). In your complaint, tell us what happened and when, and what you've already done to try and fix it.

What happens next?

We'll investigate (if required)

We'll look into your complaint and find out what happened. A senior staff member will talk to you and the staff member or volunteer involved.

We'll aim to fix the problem quickly

We'll try to fix the problem as soon as we can. We'll talk to you and the staff member or volunteer involved to find a solution.

We'll keep a record

We'll keep a record of your complaint and what we did to fix it. This will help us improve our programs and services.

We'll keep it confidential

Your complaint will be kept confidential. Only the people involved in the investigation will know about it.

We hope this helps you understand how to make a complaint at Empower Autism. If you're not happy with our response to your complaint, you can ask our Board to review it. We'll keep trying to make things better for you.