



Helping you with Complaints

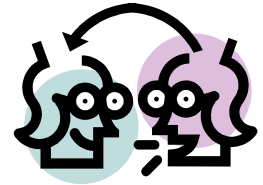


1. What is a Complaint?

You can get help to raise an issue (or Complaint) with BDS. It is important that the complaint is about the service that you receive or a service that you did not receive. It is helpful if you can provide names of people, times that issues happened and details of the issue or complaint that you are raising. Just being unhappy does not mean that you have a complaint about BDS.

2. How do I tell BDS that I have an issue or complaint?

You can talk to your Key Worker or Team Leader and ask them to help you. If you don't feel confident to tell BDS yourself, you can ask your parent or advocate to raise the issue for you. This can be done either by speaking to someone (in person or by telephone) or by writing a letter.



3. Who should I talk to?

When	Who
When I first have an issue or complaint	A staff member who knows you well or your Key Worker
If the staff member or my Key worker cannot help with my problem	Your Team Leader can talk to you and help you with your issue or complaint
If the Team Leader is unable to resolve my problem	Your Team Leader will speak with the Coordinator. The Coordinator may want to talk with you about the problem you have raised.
If the Coordinator is unable to resolve the issue I have raised	The issue or complaint will be referred to the Manager who will meet with all people involved and suggest ways of moving forward.
If the Manager is unable to resolve the issue or complaint that I have raised	The CEO will also be involved if the Manager cannot address the problem in a way that you think is right. Meetings will be arranged for you and/or your advocate to attend in order to work through the issue or complaint that you have raised.
If the CEO is not able to resolve the issue or complaint that I have raised	You can seek help with someone outside of BDS if you are still not happy with the decisions made by BDS. The CEO will offer to assist you in finding someone outside of BDS to assist you.

If all of the people listed above cannot help you resolve the issue or complaint that you have raised you can seek support from someone outside of BDS

Remember that you can have someone that you trust (parent, friend or advocate) attend meetings or discussions that you have when trying to resolve a problem or issue that you have raised



What are the names of people who can help me?

My Key Worker:	
My Team Leader:	
Coordinator:	
Manager:	
CEO:	