

Disability Justice Project - Feedback and Complaints Process

The Disability Justice Project is committed to excellence and transparency in service delivery. We strive to continually learn and improve the quality of our work.

We welcome feedback and complaints that allow us to uphold the rights of all people working in the sector who come into contact with the DJP, through training, communities of practice or any other mechanism.

We also acknowledge that some of the people who the Project will come into contact with already experience disadvantage, discrimination and exclusion.

Outlined below are definitions of the terms Feedback and Complaints and instructions on how to submit one of these to the DJP team.

<p>Feedback (suggestions and compliments)</p> <p>Feedback is an evaluative response to service content, delivery mode and conduct of DJP staff or consultants, i.e. constructive criticism or praise.</p> <p>We are always grateful for your feedback, however we don't always respond back unless you particularly request a response.</p> <p>How to provide feedback:</p> <p>By phone: Call: (02) 9281 8822 and ask to speak to Graham Barr, Project Manager of the Disability Justice Project.</p> <p>By email: Feedback relating to course content, delivery, registration and assessment or any other aspect of our learning and development activities. Email: djpadmin@acwa.asn.au or graham@acwa.asn.au</p> <p>National Relay Service: TTY – 133 677 SSR – 1300 555 727 IR - http://relayservice.gov.au/</p>	<p>Complaints</p> <p>A complaint is an expression of <u>dissatisfaction</u> relating to any perceived unreasonable treatment of persons by staff at ACWA/CCWT, LWB, IDRS or perceived inadequate service delivery or content (e.g. in training courses).</p> <p>For people who would like to make a complaint we will ensure specific follow up and communication with them in response to their complaint.</p> <p>How to make a complaint: All complaints are to be made directly to the Project Manager, Graham Barr on graham@acwa.asn.au, 02 9281 8822, or to ACWA, 699 George Street, Haymarket, NSW 2000</p> <p>If the complaint is concerning Graham Barr, then the complaint should be made directly to the Project Lead, Linda Watson on linda@acwa.asn.au</p> <p>What happens next? Graham Barr will either deal directly with your complaint or pass the matter along to the appropriate staff person from one of the DJP Partner Agencies.</p> <p>You should expect: An acknowledgement that your complaint has been received within 24 hours. Communication from the person dealing with your complaint within 72 hours.</p>
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Privacy: All complaints will be kept confidential and discussed only with those people who will be needed to provide solutions.