

COMPLAINTS AND FEEDBACK

If you are involved with Protective Behaviours WA and you are unhappy about something, then you have the right to complain about it. To do that you need to contact us so that we can try to put things right as soon as possible.

Here are some steps to follow if you'd like to make a complaint:

1. Talk to someone

The first step in sorting out a problem is to tell someone. Most of your problems can be sorted out once they have been shared.

You can talk to anyone at PBWA or if you'd prefer you can speak directly to the Executive Officer who can help with your issue. To contact the Executive Officer you can email eo@protectivebehaviourswa.org.au, text/call 0409 071 068 or visit the PBWA office at 51 Anketell St, Kensington.

We will take your complaint seriously. Remember that at any time you can have someone you trust to help you make the complaint.

Once you share your complaint with someone at PBWA, s/he is required to talk with you within five working days about the best way to resolve the issue and make sure something happens to resolve the problem. That might mean talking with the Executive Officer or a board member.

If you are worried about your privacy please let us know so we can let you know exactly who needs to know about the complaint.

If you feel we have not resolved the issue to your satisfaction, you can contact the Executive Officer.

2. Tell the Board Chairperson

If you're not happy about the way your complaint has been dealt with or if you feel you can't speak with a PBWA worker or the Executive Officer, you have the right to tell the PBWA board Chairperson. To contact the Chairperson you can visit our website at www.protectivebehaviourswa.org.au to send a message. The Chairperson will discuss your complaint with you and then talk about how the matter can be resolved to your satisfaction.

Once you have told someone at PBWA about your complaint, we aim to have it resolved within four weeks.

YOUR FEEDBACK MATTERS! IF YOU'RE NOT HAPPY, LET US KNOW.