



Complaints Policy

This policy outlines the steps that are to be taken should a member of the DSO community wish to raise a concern or lodge a formal complaint.

DSO aims to provide a high quality and timely service to our community. Should anyone in our community have concerns about DSO or our services we would like to hear about them as soon as possible in order that the issues can be addressed in a timely way.

Should a member of our community wish to lodge a formal complaint about any aspect of our service, the matter will be taken extremely seriously. We aim to satisfy our supporters, volunteers and clients and to respond to any problems as quickly as possible.

Why should I complain?

The public has the right to expect the very highest standards from DSO. You should complain if you do not consider we are meeting these standards or if you are not satisfied with any aspect of our service.

How should I complain?

Many complaints are best discussed locally with the individual concerned. However, if the complaint cannot be answered to your satisfaction, please phone or write to our Operations Manager.

The Operations Manager will take the details of your complaint and arrange for an investigation to take place.

Should the matter involve the Operations Manager then the Board Chair or another Director should be contacted.

A complaint can be made verbally, by email or by mail. The complainant shall receive acknowledgement upon receipt of any complaint.

We will endeavour to provide you with a detailed response to your complaint within 10 working days.

Investigation:

Should a complaint be made relating to an individual, particularised details of the complaint shall be recorded. The principles of Natural Justice shall apply, and the respondent shall have the opportunity to see the complaint and provide a response.

Should the complaint relate to our Service providers the same process will apply.

Advocates or Support Person:

DSO welcomes the complainant utilising an advocate or support person to assist them raise their issues with DSO.

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DSO Response:

Should a member of our Community lodge a complaint or raise a concern with DSO they should receive a formal response. However, from time to time the member may not be happy or accepting of the response. Should this occur and the matter is unable to be resolved, then a representative from DSO will be made available to attend a mediation session with the complainant. All matters raised and their outcome shall be reported to the Board of Directors.

Records:

A record of complaints must be kept and filed in the records management system. Complaints will be reported to the Board of Directors at a Board meeting. The privacy of the people involved shall be maintained always.

Access:

This procedure shall be displayed on the DSO Web site and incorporated into other relevant member publications.

Contact Us

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