

INFORMAL COMPLAINTS PROCESS



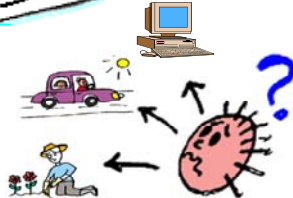
You can choose whether you want to make an informal or formal complaint

You might be unhappy with:

- Your Plan

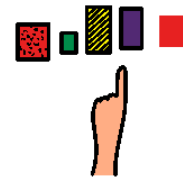


- Your Activities

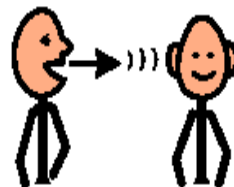


- Something else??

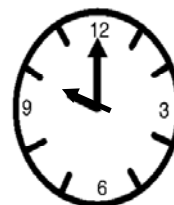
- Your MCM Worker



We would like you to try to speak to your worker first.



Your worker will try to fix your problem within 24hrs.



If your problem is not fixed or you are not happy with what your worker has said you can make a formal complaint.



FORMAL COMPLAINTS PROCESS



You can make a formal complaint:

- In writing



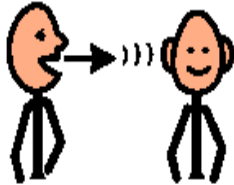
- By telephone



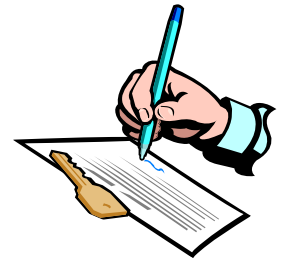
- On the MCM website



- In person



We can support you to make a formal complaint.
You can do this with your worker or with a MCM Manager.
They can support you to write down your complaint.



You can get support from an external advocate.
We can support you to do this.



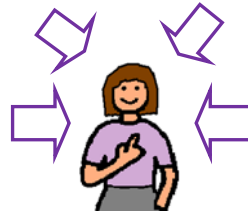
We must acknowledge your
complaint within **2** days and
send you a letter.



You can ask us for a meeting to talk about your problem



We will ask you what you want



and together, we will try to sort out your problem.



Some complaints take more time to sort out than others. We try to do this within **10** days.



When an agreement is made we will explain this to you and provide this information in writing.



If you are still not happy you can ask to speak to the C.E.O of MCM.



If your problem is not fixed or you are not happy



You can contact the Disability Services Commissioner. We can support you to do this.



WHY SHOULD YOU COMPLAIN?



It is important for MCM staff to know if they are:

- doing things in the way you want



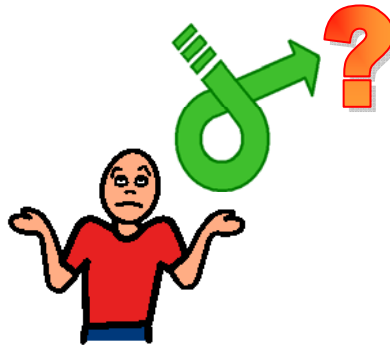
- supporting you to realise your goals



- treating you in a respectful way



It is OK to change your mind



When you tell us you are unhappy,
we can all work together to reach an agreement.



This helps MCM improve the
way we work with people

