

Is it *really* OK to complain about your service provider?

Complaints culture questionnaire – service users

What is a complaint? Sometimes people aren't happy. They might be unhappy about their service. They might think staff are doing something wrong. When people are unhappy they can tell somebody. Telling someone that you are unhappy with something is called a complaint.

Think about the disability service that supports you. Answer the questions. You can answer yes, no, or say if you're not sure. Circle your answer	1	2	3
1. Did you know that you have the right to complain if you are not happy with the support you are getting?	No	Not sure	Yes
2. Does your service have instructions for making complaints?	No	Not sure	Yes
3. Do you feel comfortable making complaints about your service?	No	Not sure	Yes
4. Do you feel afraid to make complaints about your service?	Yes	Not sure	No
5. Have you helped to develop instructions about "how to complain" in your service?	No	Not sure	Yes
6. Does your service ask you what you think about their service?	No	Not sure	Yes
7. Does your service ask families what they think about their service?	No	Not sure	Yes
8. Did you know that you can complain to the Disability Services Commissioner?	No	Not sure	Yes
9. Do staff listen to you if you complain?	No	Not sure	Yes
10. Are staff or managers comfortable about getting complaints?	Yes	Not sure	No
11. Does your service say sorry if they have made a mistake?	No	Not sure	Yes
12. Do you think staff are able to help you with your complaint?	No	Not sure	Yes
13. Do you think staff have listened to complaints and then made things better?	No	Not sure	Yes
Scoring: Count the number of circled answers in row 3			

Continued over the page

	Overall rating
11 or more	Great effort. You have an organisation where it is OK to complain, and are always looking for how to further improve on this work.
8-11	Doing well. You are happy with most parts of your complaints culture, but can see there a few more things to improve.
4-7	Making progress. You are improving the culture of your organisation in relation to complaints and aware that there is still work to be done.
3 or fewer	Looking for improvement. You are aware that you are missing the opportunity to improve the quality of your service through the complaints provided.



(Note: This questionnaire is intended to provide you with a quick overall impression of the extent to which your organisation has a positive culture in relation to complaints. It **is not** a substitute for the comprehensive self audit tool which forms part of the good practice guide as this tool looks at both culture and systems. This questionnaire is also available on our website www.odsc.vic.gov.au in other formats suitable for staff, service users and family).

For further information contact us on 1800 677 342.