



Making a Complaint to BISA

You identify something that you wish to complain about...

Do you need help to make the complaint?

You can:

- Ask a friend or family member to help
- Ask a BISA staff member you trust
- Contact an advocacy service for assistance (see details right)

Note: The person helping you can be the contact person for BISA on all matters relating to the complaint and will work with you to ensure your views are represented.

BISA Advocacy Service:
8217 7600

DACSSA: 87122 6030

ADAI: 8340 4450

DRAS: 8351 9500

You lodge your complaint:

By Phone 8217 7600

or 1300 733 049 and ask for Liz Forsyth or Lisa Minervini or a staff member of your choice

By Email to:

- lizf@braininjurysa.org.au (CEO)
- lisam@braininjurysa.org.au (Manager)
- info@braininjurysa.org.au (general)

By completing the form

on the back of this document and handing to BISA Reception marked Attention CEO or posting to: Brain Injury SA, 70 Light Square, Adelaide 5000

When a complaint is received

Within 48 hours:

- It will be allocated to an appropriate person to investigate, usually a BISA manager.
- It will be recorded on the BISA complaints register to track action and resolution of your complaint

Within 2 weeks:

- It will be investigated including making contact with you or your advocate to find out more about the complaint and discuss how it can be resolved.

Note: If longer is required, you will be informed of this and how long the investigation will take

Resolution proposed

With CEO approval, the investigating manager will propose to you a resolution for the complaint.

You can:

- Accept the resolution with an agreed timeframe for implementation
- Seek a further review with or without reference to the Board

COMPLAINT CLOSED

Further Review

Within two weeks the CEO Reviews & reports back to you either:

- Confirming the proposed resolution or
- Proposing something different

And you can:

- Accept or
- Seek further assistance external to the organisation:
 - NDIS Quality & Safeguards Commission www.ndiscommission.gov.au 1800 035 544 (free call from landlines) or TTY 133 677.
 - Health & Community Services Complaints Commissioner (HCSCC) info@hcsc.sa.gov.au (08) 8226 8666 or 1800 232 007. Interpreters can be arranged.

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