



We welcome your feedback. . .

RDA SA seeks feedback on all its activities. We hope our clients and volunteers will encourage us where they believe we have performed well.

Please share your thoughts on RDA with us.

If you have any concerns or suggestions on how we could improve the delivery, standard or management of our services, don't hesitate to provide us with your views.



Our aim:

To be recognised as a high quality service and program provider.

Our values:

- **Planned.** All actions of RDA staff and volunteers will be designed to assist riders in their continuous development.
- **Volunteer driven.** RDA is dependent on the generosity of its volunteers. We appreciate and support their contributions.
- **Professionalism.** All RDA staff and volunteers are to display highest levels of professionalism towards riders, their families, each other and RDA SA resources.
- **Empathy.** Staff and volunteers will display respect and empathy towards riders and their families.
- **Safe environment.** All those who enter an RDA facility will feel physically and emotionally safe.

Client/volunteer views:

- We encourage clients/volunteers to contact us if they have any enquiries or suggestions.

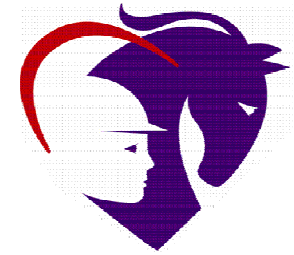


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Shared\Policies SA\Complaints info\Grievance policy leaflet 2011.pub



How Riding for the Disabled Assoc. SA Inc aims to resolve disputes/complaints . . .



Riding Develops Abilities

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RDA SA Grievance/Complaints Policy

Policy:

All people involved in RDA SA have the right to complain. All complaints, whether formal or informal, written or verbal, will be received and handled in a spirit of cooperation.

Where possible all complaints should be resolved in order to prevent recurrence. Ideally complaints should be resolved at the point of service.

A *Grievance* is a complaint about an event which causes resentment and is grounds for action.

A *Complaint* is an expression of displeasure, dissatisfaction or resentment.

Procedure:

The Grievance/Complaints procedure is an avenue for clients, relatives/carers and volunteers to express concerns and offer views about different aspects of our service delivery and centre management.

In this way the grievance/complaints process contributes to quality improvement and risk management throughout RDA SA.

All complaints should be handled in accordance with the following guidelines (Australian Standard AS ISO 10002/2006):

- All complaints must be dealt with in accordance with the 'grievance/complaints policy' procedures.
- All complaints received must be recorded and shall be acknowledged within ten (10) working days of receipt.
- All complaints will be investigated and every complainant will be notified of investigation results, as per policy.
- Where resolution cannot be found at the source the matter will be referred to Centre Management level.
- Where resolution cannot be achieved at Centre Management level the matter will be referred to State Office.
- The whole process should be completed within 35 days of the complaint being registered.
- Confidentiality will be maintained throughout the complaints process.

We aim to please . . .

At Riding for the Disabled Association SA Inc (RDA SA) we endeavour to provide our clients and volunteers with the best service and program management.

We want to know if you have experienced services that have not met with your expectations.

There are two ways you can inform us about an issue prompting your complaint:

- Speak to someone at the centre or ask to speak to a committee member.
- Fill out a complaints registration form available at your centre or downloadable from the RDA SA website: www.rdasa.org.au

Our philosophy is clearly defined in our grievance/complaints policy and procedures provided in this leaflet (*left*) and elsewhere.

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