



We welcome your feedback. . .

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RDASA seeks feedback on all our activities and we hope that our clients and volunteers will encourage us where they believe we have performed well.

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



Our aim:

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

Our standards:

We aim to:

- Provide a professional, friendly and courteous service
- Identify ourselves by name in all contact with clients/volunteers
- Have staff available during centre business hours
- Provide an opportunity for clients/volunteers to have input into the RDASA organisations decision making process.

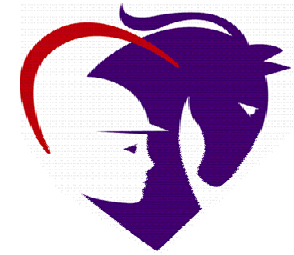
Client/volunteer views:

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



RDASA
215 Portrush Road
Maylands SA 5069

Phone: 08 8331 1833
Fax: 08 8331 1188
E-mail: admin@rdasa.org.au
Version 2: May 2008



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



Riding Develops Ability

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RDASA Grievance/Complaints Policy

We aim to please

At Riding for the Disabled Association SA Inc (RDASA) 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 the 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 the centre or downloadable for the RDASA website www.rdasa.org.au

Our philosophy is clearly defined in our grievance/complaints policy, procedures provided in this leaflet and elsewhere.

Policy:

All people involved in RDASA have the right to complain. All complaints, whether formal or informal, written or verbal, will be received and handled in the spirit of cooperation. Where possible all complaints should be resolved in order to prevent reoccurrence. Ideally complaints should be resolved at the point of service.

Policy procedure:

The grievance/complaints process is an avenue for encouraging 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 the organisation.

All complaints should be handled in accordance with the following guidelines (in accordance with 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 5 days of receipt.

- All complaints will be investigated and complainant notified of the results of the investigation as per the 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 30 days of the complaint being registered.
- Confidentiality will be maintained throughout the complaints process.

**National Disability hotline:
1800 880 052**

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