

# Southwest Advocacy Association

## Complaint & Dispute Resolution Procedure

People who have a complaint about or dispute with SWAA have the right to have the matter addressed fairly and promptly. Complaints can be made by anyone who has contact with SWAA. This includes SWAA clients, carers or support people, service providers, SWAA staff members, and SWAA Ordinary Members and Committee of Management Members. Members of SWAA also have specific dispute resolution rights under the SWAA Constitution.

People are encouraged to voice any concerns or complaints about SWAA without fear of retribution or other adverse treatment. Complainants also have the right to be represented by an advocate or support person in complaint or dispute resolution processes.

The flow chart below sets out the basic steps involved in SWAA's complaint and dispute resolution procedure.

