[Insert organisation name/logo]

# FEEDBACK AND COMPLAINTS INFORMATION SHEET

**[Insert organisation name]** welcomes feedback from client and stakeholders about all elements of our programs, services and activities. All feedback is valued and is considered essential to making sure we provide high quality services. Any staff member can be given feedback and the below provides more information on how we manage feedback and complaints at **[insert organisation name]**.

## 1. PROVIDING FEEDBACK

**[Insert organisation name]** staff members or Board members welcome any type of feedback provided by clients, stakeholders and the broader community. This may include feedback regarding staff members, services/programs, concerns or any other type of comment or suggestions you have about the organisation.

To provide feedback, please contact any **[insert organisation name]** staff member; alternatively feedback can be submitted using the details below.

Email: **[insert feedback email]**

Phone: **[insert phone number]**

Mail: Feedback

**[insert organisation name]**

**[insert organisation address]**

Feedback can also be provided electronically by completing the online **Feedback Form** at **[insert website address linked to the feedback and complaints page]**. Alternatively, you can ask for a form using the contact details above.

All feedback provided to **[insert organisation name]** will be acknowledged within **[insert timeframe: e.g. one week]** of being received.

## 2. MAKING A COMPLAINT

### 2.1 Who to contact?

**[Insert organisation name]** encourages you to talk to the staff member concerned or the staff member that is managing the program/service or activity that you are complaining about before making a formal complaint to see if the issue can be resolved informally.

To make a complaint, please contact any **[insert organisation name]** staff member; alternatively complaints can be submitted using the details below:

Email: **[insert feedback email]**

Phone: **[insert phone number]**

Mail: Feedback

**[Insert organisation name]**

**[insert organisation address]**

Complaints also can be provided electronically by completing the online **Complaints Form** at **[insert website address linked to the feedback and complaints page]**. Alternatively, you can ask for a form using the contact details above.

### 2.2 Who can make a complaint?

Anyone can make a complaint. **[Insert organisation name]** accepts complaints made by a person on their own behalf, on behalf of another person or on behalf of a service. If a complaint is being lodged on behalf of a service, confirmation from senior management from that service will be sought.

### 2.3 How to lodge a complaint and what happens next

* **[Insert organisation name]** encourages you to make a complaint in writing where possible. We are also able take complaints verbally. **[Insert organisation name]**’s telephone number is **[insert phone number].**
* You will receive written acknowledgement of your complaint within **[insert number of days]** of the complaint being received. This acknowledgement may offer a resolution to the matter or if the complaint requires more investigation you will be told who will be handling the matter and you will be provided with information on what is being done to investigate the matter.
* Complaints will be dealt with in a manner which ensures access, equity, timeliness and accountability. The internal process includes seven stages: acknowledgement, assessment, planning, investigation, response/resolution, follow-up and review. **[Insert organisation name]** aims to investigate and resolve all complaints within **[insert timeframe: e.g. one month]** of receiving the complaint. If this time frame cannot be met, you will be informed of the reasons why and of an alternative timeframe for resolution.

***🖌Note\****

*Organisations may wish to add a flow chart to clearly demonstrate the complaints process.*

*\*Please delete note before finalising this policy.*

* Depending on the nature of your complaint, you may wish to raise your complaint with an external body.
* Contact the NSW Ombudsman on 02 9286 1000 / 1800 451 524 (toll free outside Sydney metro area) or visit the NSW Ombudsman website
* Contact the Australian Government Office of the Privacy Commissioner for complaints relating to the Privacy Act 1988 visit the OAIC website