**[Insert organisation name/logo]**

**FEEDBACK AND COMPLAINTS INFORMATION SHEET**

**[Insert organisation name]** staff and 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.

Feedback is valued by **[Insert organisation name]** and ensures continuous improvement of our 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]**.

## PROVIDING FEEDBACK or complaints

### 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 providing feedback about as a first step if you feel comfortable doing so to see if the issue can be resolved informally. If you feel the matter has not been resolved or wish to speak to another staff member, then the feedback/complaints process can be followed.

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

Email: **[insert feedback and complaints email]**

Phone: **[insert phone number]**

Mail: Feedback and complaints

 **[Insert organisation name]**

**[insert organisation address]**

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

### [Insert organisation name] encourages you to make a complaint in writing where possible. We are also able to take complaints verbally [Insert organisation name]’s telephone number is [insert phone number].

### 2. Who can provide feedback or make a complaint?

**[Insert organisation name]** accepts feedback and complaints from any person whether 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.

### 3. What happens next

* You will receive written acknowledgement of your feedback or complaint within **[insert number of days]** of the complaint being received. If the complaint requires more investigation, you will be provided with a timeframe for resolution.
* Feedback and 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. two weeks]** 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 this note before finalising this information sheet.*

* Depending on the nature and level of your complaint, you may wish to raise your complaint with an external body.
* Contact the [NSW Ombudsman](https://www.ombo.nsw.gov.au/Making-a-complaint) or call 1800 451 524
* [Health Care Complaints Commission (NSW)](https://www.hccc.nsw.gov.au/health-providers):
* [Contact the Australian Government Office of the Privacy Commissioner for complaints relating to the *Privacy Act 1988*](https://www.oaic.gov.au/privacy/privacy-complaints)