

**[insert organisation name/logo]**

## **Information: How to Make a Compliment or Complaint**

**[insert organisation name]** will accept compliments and complaints made by a person on their own behalf or by a person on behalf of someone else. A [compliment] and complaint form can be found as part of this document.

### Compliments

If **[insert organisation name]** does something that has a very positive impact on you or someone you know, let us know. Your compliments will help us to do more of what we are doing well.

### Complaints

If **[insert organisation name]** does something that has a negative impact on you or someone you know, let us know. Your complaint will help us to stop doing what is not working well.

If your complaint is about another person and you feel comfortable bringing the matter up, we encourage you to first talk to the person concerned before making a complaint to see if the issue can be resolved. Otherwise, a complaint can be reported to **[insert staff member]**.

Complete the [compliment] and complaint form and return to a staff member. If you are unable to complete the form, contact **[insert staff member]** to provide the complaint verbally. The **[insert staff member]** will record the complaint in writing. Your complaint will be forwarded to the **[insert position]**.

Within **[insert number]** days you will receive written acknowledgement of your complaint. This communication will explain what is being done to investigate and resolve your complaint and who to contact for more information. Your complaint will be stored in a file which has restricted access to ensure matters are dealt with in a sensitive manner.

**[insert organisation name]** aims to investigate and resolve all complaints within **[insert period of time]** of receiving the complaint. If this timeframe cannot be met, you will be informed of the reasons why and of the alternative timeframe for resolution.

Depending on the nature of your complaint, you may wish to also raise your complaint with:

NSW Ombudsman [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au) or telephone (02) 9286 1000

Health Care Complaints Commission: [www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)

Australian Government Office of the Privacy Commissioner: for complaints relating to the Privacy Act 1988. [www.privacy.gov.au/privacy\\_rights/complaints/index.html](http://www.privacy.gov.au/privacy_rights/complaints/index.html)

### Confidentiality

**[insert organisation name]** understands that the subject of complaints may be sensitive in nature and we respect your right to confidentiality wherever possible. If external advice is required in the course of responding to your complaint, it will be sought anonymously or we will contact you to seek your consent. We may need to discuss your complaint with the subject/s of the complaint in order to give them an opportunity to respond to the issue.

## Feedback and Complaints Form

Date [compliment] / complaint received: \_\_\_\_\_

[compliment] / complaint received by (staff name): \_\_\_\_\_

Name of person giving [compliment] / complaint: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

[compliment] / complaint made on behalf of someone else.

If so, who? \_\_\_\_\_

Details of the [compliment] / complaint:

*(Please be as specific as possible with reference to dates, times, people and locations)*

*Please attach anything that may help us to resolve your complaint, eg correspondence*

[compliment] / complaint received by: \_\_\_\_\_ Date: \_\_\_\_\_

[compliment] / complaint noted on [compliments] and Complaints Register Date: \_\_\_\_\_