

Complaints Procedure – Samaritans Tenancy Resource Service

This document is produced as an informative guide to Samaritans Complaints policy and procedure, for the use of tenants and services accessing the Samaritans Tenancy Resource Service. For a full copy of the Samaritans Complaints Policy please contact the Human Resource Team on 02 4960 7100.

Samaritans has a positive attitude towards complaints and feedback, as they are a key opportunity to develop the quality of our services. We encourage our staff, clients, families and others to make a complaint if dissatisfied. Samaritans will respond to complaints quickly, objectively and confidentially and will work together with others towards fair and practical solutions. All complaints are important as they provide opportunities for learning and growth.

The general steps for making a complaint about Samaritans Tenancy Resource Services and/or its staff are as follows:

Step One

A Complaint is made in writing to the Area Coordinator (Lee-Anne Holmes) of the Tenancy Resource Service. The complaint shall outline the circumstances, people involved and be dated and signed by the complainant. If the complaint relates to the Area Coordinator then the complaint can be forwarded to the Client Services Manager (Suzanne Hicks).

Step Two

The Area Coordinator will assess the complaint and talk to the complainant about pathways for resolution. If a clear solution to the complaint is not possible the complaint will be forwarded by the Area Coordinator to the Client Services Manager. Alternatively where the complaint relates to the Area Coordinator and/or Client Services Manager the complaint will be forwarded to Samaritans Human Resources Manager for resolution.

Appeals

If the complainant feels that the procedure set out has not been followed and/or that the outcome was unfair, they can appeal to Samaritans Director, Client Services.

If the complainant feels their complaint has not been properly dealt with by the organisation, they may wish to take it to an external agency to see if they can help; for example, the relevant State Commissioner for EEO, the NSW Anti-Discrimination Board, the Commonwealth Human Rights Commission OR to funding body Housing NSW. The complainant is welcome to do this at any time during the investigation procedure.

For further information regarding the complaints process and/or how to make a complaint please do not hesitate to contact the following:

- Lee-Anne Holmes – Area Coordinator - (02) 4922 1538 or 0412 864 026
- Suzanne Hicks - Client Services Manager - (02) 49607100
- Samaritans Human Resources - - (02) 49607100

This document is produced as an informative guide only. For the full details of Samaritans complaints handling procedure reference should be made Samaritans Complaints Policy HR-POL/00104.