



# Samaritans

## Feedback and Complaints

### We promise we will

- try to understand what you want to happen
- listen seriously to what you say
- not make fun of or treat people badly for providing feedback or making a complaint
- be positive, consistent and fair
- provide you with support and assistance to work through this process if you need
- deal with your complaint as quickly as possible
- let you know what's happening
- keep information private and confidential
- make sure our staff members know how to manage feedback and complaints.



### How to make a complaint?

- 👤 **Contact:** the Service Supervisor or Manager directly.
- 📞 **Call:** the Feedback and Complaints Officer by phone on (02) 4960 7100
- ✉ **Mail:** the Feedback and Complaints Officer, Samaritans, PO Box 366, Hunter Region Mail Centre, NSW 2310.
- @ **Email:** [feedback\\_complaints@samaritans.org.au](mailto:feedback_complaints@samaritans.org.au)
- 📠 **Fax:** marked Attention: Feedback and Complaints Officer to (02) 4960 7160
- 🌐 **Website:** Find out more about Feedback and Complaints on Samaritans "Contact Us" page at [www.samaritans.org.au](http://www.samaritans.org.au)

If you want to provide positive feedback about staff or the service then you should speak directly to the staff member(s) involved or to their supervisor or through any of the ways listed above.



"helping us do better"

“helping us do better”



## Feedback and complaints are important to Samaritans.

Help us to find solutions, make improvements or recognise good performance and outcomes.

### Any person may provide feedback or make a complaint.

If you:

- are unhappy about what we've done or the service we've provided
- think that we're not meeting our mission, vision and values
- think that we're doing something wrong
- think that we can do something better
- think someone has done a great job

*then you should tell us.*



### How should I provide feedback or make a complaint?

Usually the best thing is to talk to the staff member involved. You can ask a friend, carer, family member or anyone else you trust for help.

The staff member will try to understand what the issue is. They may be able to help, or they may have to get someone else to help.

Either way, they will ask you for some information and your contact details.

If you don't feel comfortable to talk with the local staff member, or you think that nothing happened when you did complain. Then you can make a formal complaint by any of the ways listed on the back page of this brochure.

### What will happen when I make a complaint?

We will:

- investigate what the problem is
- recommend where we can make improvements or fix things
- let you know what has happened.

### What if I'm not satisfied?

If you feel that the problem hasn't been fixed or that the results aren't fair, you can ask for a review by someone more senior.

You may continue this appeal process until you reach the Chief Executive.

If after taking your appeal to the Chief Executive you feel that Samaritans has not dealt with your complaint properly, you can lodge your complaint through BDO secure on 1300 781251

At any stage of the process, you can take your complaint to another agency; for example, the Ombudsman, the State Commissioner for EEO, the NSW Anti-Discrimination Board or the Commonwealth Human Rights Commission.

More information can be found on Samaritans website "contact us" page or call us on 1300 656 336.

If you:

- feel your concern has not been resolved
- wish to remain anonymous
- believe people are acting corruptly, fraudulently or unlawfully,

you can make a confidential complaint through BDO Secure on telephone number 1300 781 251.