

If you are unhappy with how Samaritans has handled your feedback you are able to make a complaint to any of the following external agencies:

Council for Intellectual Disability

P: 1800 424 065 | E: info@cid.org.au
W: cid.org.au

Fair Trading

P: 13 32 20 | W: fairtrading.nsw.gov.au

Intellectual Disability Rights Service

P: 1300 665 908 | E: arc@idrs.org.au
W: idrs.org.au

Job Access

P: 1800 880 052 | W: jobaccess.gov.au

NDIS Quality and Safeguards Commission

P: 1800 035 544
W: ndiscommission.gov.au

NSW Ombudsman

P: 1800 451 524
W: www.ombo.nsw.gov.au

NSW Ageing and Disability Commission

P: 1800 628 221
W: ageingdisabilitycommission.nsw.gov.au

People with Disability Australia

P: 1800 422 015 | E: pwd@pwd.org.au
W: pwd.org.au

Registrar of Community Housing

P: 1800 333 940 | E: registrar@homes.nsw.gov.au
W: www.nsw.gov.au

How to provide your feedback



Speak to the Service Supervisor or Manager in person.



Call and ask to speak to the Manager of your service



Phone the Customer Engagement Team on 1300 656 336



Email us at reception@samaritans.org.au



Mail to: Samaritans
PO Box 366
Hunter Region Mail Centre 2310



Complete an online form samaritans.org.au/contact



Scan QR Code to log your feedback through our R3 reporting system



Samaritans is an inclusive organisation



Samaritans

Feedback, Compliments and Complaints



We are always looking for ways to improve.





Feedback, Compliments and Complaints

All feedback is important to us. As it helps us to find solutions, improve our services or recognise good performance.

Suggestions or Compliments

This is feedback you can give if you think someone has done a great job or if you think we can do something better.

Complaints

This is feedback you can give if you are unhappy with the service you have been provided.

Anyone can provide feedback.

How do I give feedback or make a complaint?

You can speak directly with the staff member involved or discuss the issue with the service supervisor or manager.

You can also ask a friend, carer, family member or someone else you trust to support you with your feedback or complaint.

If you don't feel comfortable to talk with the staff member, or you are unhappy with their response, you can make a formal complaint in any of the ways listed on the back page.



What will Samaritans do when I make a complaint?

We value your feedback and take your complaint seriously.

We will work to resolve your complaint as quickly as possible and let you know the outcome.

We can provide you with support to work through the complaints process if you need.

All feedback is important to us.