



Samaritans

Compassion Integrity Justice

how to contact us?



**In Person**

Speak to the service supervisor or manager directly



**Phone**

Complaints & Investigation Unit on **4014 7237**



**Email**

complaints@[samaritans.org.au](mailto:complaints@samaritans.org.au)



**Mail**

Complaints & Investigation Unit Samaritans:  
PO Box 366  
Hunter Region  
Mail Centre  
NSW 2310



**Fax**

Attention: Complaints & Investigation Manager  
**4017 7260**



**Website**

Complete form online  
[www.samaritans.org.au/feedback-complaints](http://www.samaritans.org.au/feedback-complaints)



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Let's talk

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

**NDIS Quality and Safeguards Commission**

Ph: 1800 035 544 TTY: 133 677  
Email: [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)  
Web: [www.ndiscommission.gov.au/about/complaints-feedback/complaints](http://www.ndiscommission.gov.au/about/complaints-feedback/complaints)

**NSW Ombudsman**

Ph: 1800 451 524  
Email: [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)  
Web: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

**National Disability Abuse & Neglect Hotline**

Ph: 1800 880 052  
Email: [hotline@workforce.com](mailto:hotline@workforce.com)  
Web: [www.jobaccess.gov.au/complaints/hotline](http://www.jobaccess.gov.au/complaints/hotline)

**Intellectual Disability Rights Service**

Ph: 1300 665 908 or 4926 5643 (Hunter office)  
Email: [info@idrs.org.au](mailto:info@idrs.org.au)  
Web: [www.idrs.org.au](http://www.idrs.org.au)

**Council for Intellectual Disability**

Ph: 1800 424 065  
Email: [info@nswcid.org.au](mailto:info@nswcid.org.au)  
Web: [www.cid.org.au](http://www.cid.org.au)

**Fair Trading**

Ph: 13 32 30  
Web: [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

**NSW Ageing and Disability Commission**

Ph: 1800 628 221  
Email: [nswadc@adc.nsw.gov.au](mailto:nswadc@adc.nsw.gov.au)

The welfare arm of the Anglican Church in the Hunter, Manning and Central Coast.

Samaritans Foundation—Diocese of Newcastle  
Ph: 02 4960 7100 [www.samaritans.org.au](http://www.samaritans.org.au)

YOUR FEEDBACK HELPS US DO BETTER





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# feedback & complaints

**All feedback is important to us as it helps us to find solutions, improve our services or recognise good performance. There are different types of feedback you can give us.**

## Complaints

This is feedback you can give if you are unhappy about what we have done or the service we have provided or if you think that we are doing something wrong.

## Suggestions or Compliments

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

**Anyone can make a complaint or provide feedback including families, advocates and others.**

## 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 complaint or feedback.**

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 not make fun of or treat you badly for making a complaint and we will always keep your information confidential.

We can provide you with support to work through the complaints process if you need and we will keep you informed about the progress of your complaint.

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