

Policy 4: Feedback and Complaints

You can tell us what you think about the services you receive.



Feedback and Complaints Policy



You have the right to tell people what you think about the services you receive.



Your feedback can be good or bad.



You can tell someone at Samaritans if there is a problem and it will be taken seriously.



And you can get support to do this. You have a right to seek advice from someone like a support person, lawyer or an advocate.



Your problem will be fixed wherever possible.



And you will not be made to feel bad because you said that something is wrong with the service you use.

Samaritans offer different ways for people to have their say:



- Phone our office



- Talk to one of our staff in person



- Send us an email or letter



- Join our group forums



- Fill in an on-line survey



- Fill in Make a Complaint form on our website
www.samaritans.org.au/feedback-complaints

At Samaritans:



We listen to the things that people tell us.



We provide people with opportunities to tell their story.



We will try to fix your problem as soon as possible.



We will protect your privacy and keep all information confidential.



We will keep you updated on the progress of your complaint.



We are prepared to change the way we work if there is a problem



We work with your family, carer, support person or advocate if that's right for you.



We always work hard to make sure our services are good.

Contact us



1300 656 336



reception@samaritans.org.au



Samaritans Central Office
PO Box 366, HRMC 2310



www.samaritans.org.au



This Easy Read document was adapted from the Easy Read version of the National Standards for Disability Services, Department of Social Services, Australian Government.

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