

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



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

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
Web: www.ndiscommission.gov.au/about/complaints-feedback/complaints

NSW Ombudsman
Ph: 1800 451 524
Email: nswombo@ombo.nsw.gov.au
Web: www.ombo.nsw.gov.au

National Disability Abuse & Neglect Hotline
Ph: 1800 880 052
Email: hotline@workforce.com
Web: www.jobaccess.gov.au/complaints/hotline

Intellectual Disability Rights Service
Ph: 1300 665 908 or 4926 5643 (Hunter office)
Email: info@idrs.org.au
Web: www.idrs.org.au

Council for Intellectual Disability
Ph: 1800 424 065
Email: info@nswcid.org.au
Web: www.cid.org.au

Fair Trading
Ph: 13 32 30
Web: www.fairtrading.nsw.gov.au

NSW Ageing and Disability Commission
Ph: 1800 628 221
Email: nswadc@adc.nsw.gov.au

Department of Communities and Justice
Ph: 1800 000 164
Email: complaints@fac.nsw.gov.au

Let's talk

YOUR
FEEDBACK
HELPS US
DO BETTER





Samaritans

Compassion Integrity Justice

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.