

# Service Support Statement Feedback and Complaints



Implemented September 2023 | Version 1.0

Gunnedah Family Support (GFS) actively seeks the input of clients and stakeholders and encourages you to provide feedback with the view to improving the services we provide. Gunnedah Family Support aims to make it as easy as possible for clients and stakeholders to provide feedback, both positive and negative and is committed to providing anonymity to people providing feedback.

All Gunnedah Family Support employees are responsible for ensuring they are familiar with the Managing Complaints policy and for:

- accepting and reporting informal feedback
- offering clients an opportunity to provide formal feedback when appropriate

## **Encouraging client feedback**

It is the responsibility of the Systems and Administration Officer or the staff member that conducts your intake meeting, to provide you with information about what you can expect from the service and how you can provide feedback. You will be provided with a paper or digital copy of this statement and advised of its location on the Gunnedah Family Support website.

All Gunnedah Family Support staff are provided training in the importance of feedback and complaints and in:

- accepting and reporting informal feedback
- offering clients an opportunity to provide formal feedback when appropriate.

Feedback can be provided informally and directly to your Case Manager or any member of staff assisting you or via the exit survey you will be asked to complete at the completion of your support. Feedback can also be provided via the online feedback form located on the GFS website <https://gunnedahfamilysupport.org.au/contact/feedback-form/>

If you participate in a parenting program or some other program with Gunnedah Family Support, you will be asked to complete a program evaluation or feedback form.

From time-to-time GFS invites clients and stakeholders to complete a feedback survey either via a survey monkey link or by completing a paper form.

### **Making a complaint.**

You can make a complaint verbally in person, in writing or via email. Wherever possible, complaints should be raised directly with the staff member involved. You may request a meeting with your Case Manager to discuss your complaint and you are welcome to bring a support person or friend to this meeting.

If after meeting with your Case Manager, you still feel that your issue is unresolved, you may wish to make a formal complaint. You may do this by putting your complaint in writing and posting it to:

The Manager  
Gunnedah Family Support  
P.O. Box 114  
Gunnedah NSW 2380

Or Email: [info@gfsi.org.au](mailto:info@gfsi.org.au)

Your letter should contain the reason for your complaint, a description of the incident/s or situation/s, date/s, names of any witnesses and how the situation has impacted on you. It is also important that you tell us what you expect to occur as a result of your complaint. This will assist us in resolving your complaint. If we are unable to meet your expected outcome, you will be advised of this, including the reason why.

### **What happens next?**

Your complaint will be acknowledged within five working days of its receipt. You will be notified of the person who is managing your complaint and how they may be contacted. They will also inform you of the expected steps to be taken to resolve your concerns and the expected timeframe. A formal investigation of the incident/s or situation/s will take place and your personal and cultural needs will be taken in account. This may involve an impartial Board member or third party interviewing all parties involved.

GFS aims to investigate and resolve all complaints in a prompt manner, usually no more than 14 days working days of receipt of the written complaint. If this is not possible, we will contact or write to you and explain why.

All complaints will be dealt with seriously, quickly, confidentially and without stopping your right to use GFS services. If you have made a complaint, you are protected from any repercussions, reprisals or victimisation as a result of your complain.

## Unreasonable Complainant Conduct

Conduct can be considered unreasonable when a complainant continues to contact the service after a matter is closed, makes unreasonable demands, fails to cooperate, present unreasonable arguments or when their behaviour is threatening, rude or aggressive. Please note that unreasonable behaviour will not be tolerated.

## Confidentiality

All staff and Board members handling complaints are required to treat all information as confidential. The name/s of complainants or any other identifying information will only be provided to staff and/or Board members involved in managing the complaint and may be provided to staff identified as a respondent to the complaint.

## Still dissatisfied?

If you have any concerns about the management of your complaint, you have the right to direct your concerns to either:

<p>The Board Gunnedah Family Support P.O. Box 114 Gunnedah NSW 2380</p> <p>Or Email: <a href="mailto:gfsboard@gfsi.org.au">gfsboard@gfsi.org.au</a></p>	<p>The NSW Ombudsman Level 24, 580 George Street Sydney NSW 2000</p> <p>Phone: 02 9286 1000 Toll free: 1800 451 524 TTY: 02 9264 8050</p> <p><a href="http://www.ombo.nsw.gov.au">www.ombo.nsw.gov.au</a> Email: <a href="mailto:nswombo@ombo.nsw.gov.au">nswombo@ombo.nsw.gov.au</a></p>
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## Relevant legislation related to Privacy.

*Office of the Australian Information Commissioner*

<https://www.oaic.gov.au/privacy-law/privacy-act/australian-privacy-principles>

*Federal Circuit Court of Australia (Consequential Amendments) Act 2013*

<https://www.legislation.gov.au/Details/C2013A00013>

*Privacy Amendment (Enhancing Privacy Protection) Act 2012*

<https://www.legislation.gov.au/Details/C2012A00197>

*Health Records and Information Privacy Act 2002 (NSW)*

[http://www8.austlii.edu.au/cgi-bin/viewdb/au/legis/nsw/consol\\_act/hraipa2002370/](http://www8.austlii.edu.au/cgi-bin/viewdb/au/legis/nsw/consol_act/hraipa2002370/)