



Compliments and Complaints Process for House Participants

PLEASE SHARE YOUR EXPERIENCES WITH US

Your feedback, either positive or negative, is greatly valued by our organization. It provides us with further opportunities to continuously improve our services so please take the time to tell us about your experiences.

Compliments We value your feedback and would love to hear about your positive experiences in accessing our services. Make your compliment in person, in writing, email or by phone.

Complaints we want to ensure that an efficient, fair and accessible way exists for dealing with complaints. Complaints can be made in person, in writing or by the phone.

Wherever possible complaints should be resolved directly with the staff or manager of the service concerned.

If you are uncomfortable with talking to the staff member directly about a complaint, you can ask to speak to the Manager.

We can provide you with assistance to put a compliment or complaint in writing.

LODGING A COMPLAINT

If you have a complaint, have information regarding a complaint, or feel you have been disadvantaged as a result of your complaint you should complete the form or contact:

The Manager
P.O Box 712
Sunbury Vic 3429
9740 6627
Email: isabella@goonawarranh.com.au

OUTCOME OF YOUR COMPLAINT

It is important you tell us what you expect to occur as a result of your complaint. This will assist us in resolving your complaint. For example, you may want an apology, explanation, or change to occur that will prevent other house participants from experiencing the same issue.

If we are unable to meet your expected outcome, you will be advised of this, including the reason why.

We value your feedback and we will strive to acknowledge and resolve your complaint as soon as possible. We endeavour to act with integrity and respect regarding your feedback. If you are dissatisfied with the way we manage your complaint you can contact:

The Victorian Ombudsman
Level 1 North Tower
459 Collins Street,
Melbourne VIC 3000
Ph: 03 9613 6222
HOURS: 9:00 – 5:00PM (MON -FRI)

CONFIDENTIALITY

Staff involved in complaints handling are required to treat all information as confidential. Your name/s and any other identifying information will only be provided to managers involved in managing the complaint. You can make a complaint and not provide your name, if you wish to do so. However, this does limit our capacity to investigate the complaint.

INTERPRETER SERVICE

Assistance is available from the translating and interpreting Service (TIS). Contact the service by phoning: 131 450

CHILD SAFETY CONCERNS

Under the Reportable Conduct Scheme, the staff at Goonawarra Neighbourhood House are obligated to report any child safety concerns.

If you have a concern or complaint that includes an allegation or incident of child abuse or harm, it must be immediately reported to the Manager.

The Manager is required to investigate complaints or concerns, and make notifications of reportable conduct to the Commission for Children and Young People within three days of being informed.

If the safety concern is about the Manager, then the notification must be made directly to the Commission: <https://ccyp.vic.gov.au/report-an-allegation/notify-about-a-reportable-allegation/>

If the report involves family violence or you are worried for somebody's safety, please contact Victoria Police. If your report describes potentially criminal conduct, you must report to Victoria Police. Organisations cannot commence investigation until Victoria Police have given you clearance.

FEEDBACK FORM

Please follow this link to complete the form: <https://bit.ly/3exgoYQ>

Or scan this QR code



Paper copies are available at reception