

Tells us about your compliment, comment or complaint in the space below:

(If there is not enough room, please attach additional pages.)

Complaints procedure

If you haven't been able to resolve the matter with your Barnardos worker:

- 1 Talk to your program manager
- 2 If you still have concerns you can contact your Barnardos Centre Manager or Regional Manager
- 3 If your complaint hasn't been resolved please email **complaints@barnardos.org.au** and it will be directed to your Executive Manager for resolution.
- 4 The CEO of Barnardos is available to resolve complaints if the Executive Manager hasn't been able to. Please email: **complaints@barnardos.org.au**

If the CEO of Barnardos is not able to resolve your issue, please contact:

ACT enquiries:

Children and Young People
Commissioner &
Public Advocate
P: 02 6205 2222
E: humanrights@act.gov.au

NSW enquiries:

NSW Ombudsman
P: 1800 451 524
E: nswombo@nsw.gov.au

Visit **barnardos.org.au** to read the privacy policy, complaints policy, and information collection statement.

Barnardos aims to respect your privacy and treat information confidentially, however, we must also comply with laws to protect children.

barnardos.org.au



Compliments Comments Complaints

It's your right



We believe in our children and young people.

Giving us Feedback

At Barnardos we welcome feedback from everyone as it lets us know how we're doing and gives us the opportunity to improve our services for you.

We are committed to providing the highest quality services and your feedback helps us to continually review and improve our service delivery.

When can you give us feedback?

You can give us feedback about any part of our service at any time. We like to know when we've done things well or we can do things better or even just some general feedback you like to give us, it all helps us.

Your Rights in relation to feedback:

At Barnardos, we respect everyone's right to:

- Provide us with compliments, comments and complaints - and for us to respond to this as an opportunity for input and improvement;
- Know what to expect and when;
- Be treated respectfully, authentically, confidentially and compassionately;
- Continuation of professional interaction with the organisation;

- Not be forced, threatened, bribed, or discouraged from lodging a compliment, comment or complaint when you have expressed a wish to do so;
- Processes and decisions that are balanced, fair and just;
- Be supported, including being supported by an Advocate;
- Appeal and have an independent review.

Using this form

You can use this form to:

- Compliment a service or staff member.
- Make a complaint if you are unhappy about the service you have received.
- Make a comment or suggestion about how we can improve our services.

Please complete the form and you can drop it in the secure letterbox box outside any Barnardos office or post it to us or give it to your Case Worker or a Manager. If you need help to complete the form then please call us on 02 9218 2455.

Today's Date: _____

Please tick relevant box:

☐ Compliment ☐ Comment ☐ Complaint

If you are giving us a comment or complaint, do you want feedback about its progress?

☐ No ☐ Email ☐ Phone ☐ Letter

What service is your feedback about?

☐ If you would like to remain anonymous please tick this box (please note that this will prevent us from providing you with a response to your feedback.)

Name: _____

Address: _____

Email: _____

Phone: _____

Office Use Only:

Date received: _____

Received by: _____