



## **Making a Complaint**

Open Support is committed to ensuring we provide the best possible experience for our clients. We know that the best way to do this is to listen and learn from the people who use our services. So we really want to know if you weren't happy with the service provided to you.

### **Resolving the Complaint Directly**

Wherever possible, complaints are best resolved informally by the people involved. In the first instance, talk or write to the person responsible for the aspect of service or conduct about which you are providing feedback, or to their immediate supervisor.

If you are not sure who to contact, ask to speak to the Service Manager

### **Escalation Process**

If you are not satisfied with the response, or if you are unsure of who is the appropriate person to contact, you can email your concern to [feedback@opensupport.org.au](mailto:feedback@opensupport.org.au) or you can call or write to the Open Support Operations Manager or to the CEO, St Vincent's Clinic using the contact details below:

#### **Open Support**

438 Victoria St

Darlinghurst NSW 2010

Ph. 8382 6430

We will work with you to understand your complaint and will endeavour to resolve the issue as promptly as possible. We will keep you informed about the timeframes for resolution and provide regular updates on progress.

If you wish to put your complaint in writing, you can use the attached complaint form. This can be mailed, faxed or emailed to the nominated people/addresses above.

If you need an interpreter, please contact the National Translating and Interpreting Service (TIS) on 131 450 and ask to be connected to our number.



## **External Escalation**

We will do the best we can to resolve your complaint. If you are still not happy with the process or result of your complaint, you have the right to take your complaint to another body for external review.

Bodies who may undertake to review your matter include: the NSW Ombudsman, Privacy NSW and the Anti-Discrimination Board of NSW.

You will need to ask these bodies whether they can deal with your matter and if not, which agency can help.

## **What is expected of you?**

When you make a complaint you are responsible for:

- giving us a clear idea of the problem and the solution you want
- giving us all the relevant information that you have, at the beginning
- letting us know whether anyone else is currently dealing with your complaint
- telling us new facts or letting us know if you no longer wish to complain
- cooperating with us
- treating our staff with respect.

## **What is Open Support responsible for?**

We are responsible for:

- handling your complaint professionally, efficiently and fairly
- keeping you informed of our progress
- giving you reasons for our decisions
- treating you with courtesy and respect
- giving you reasonable assistance to make your complaint, for instance, providing access to an interpreter service.

## **Confidentiality and privacy**

Open Support is committed to handling complaints in a way that respects people's privacy and the confidentiality of the matter. Only authorised people will have access to information about your complaint. In most cases this will include involvement from the person and/or service about which you are complaining and may include other management staff and members of governing bodies.

If you are making a complaint on behalf of another person, please note that we must have the consent of that person to obtain or pass on personal information relevant to this matter. Please provide written consent from the person on whose behalf you are acting at the time you make the complaint.

If you have any concerns about the confidentiality of your complaint, tell the person who is handling it.