

Side By Side Advocacy

How to Make a Complaint



Shop 1 30-32 Herbert Street West Ryde NSW 2114 Ph.9808 5500

COMPLAINTS



Our Policy

It's okay to make a complaint about Side By Side Advocacy if you think that:

- we did not treat you well.
- we did not do our job well.
- the organisation is not run well.



What We Will Do

We will listen to you and take you seriously if you complain.



We will show you how to make a complaint.



We will keep your complaint private.



HOW TO MAKE A COMPLAINT

1. Talk to the person involved and try to sort out the problem yourself. It's OK to have someone with you.

2. Talk to someone else if:

You don't feel comfortable in talking directly to the person.

or

You already tried this and the problem wasn't solved.

3. Who should you talk to?

- If the problem is about a member of staff**contact the EO.**
- If the problem is about the EO..... **contact the Chair of the Board.**
- For all other problems**contact the Board of Management.**

4. Your complaint will be looked at according to our rules. It will be investigated either by the EO or a by a small committee formed by the Board.

5. A decision will be made about what to do about your complaint. You will be told about the decision and how it was made.

6. What if you are not happy with the decision?

You can ask for someone from outside the organisation to look at the problem. This person is called a "conciliator".

7. What if you are still not happy ?

You can talk to another organisation that specialises in dealing with complaints. Look to the right hand side of this page for some useful telephone numbers.

Some Useful Contacts

Side By Side Advocacy

Executive Office
Gary Goodship

Email: EO@sidebysideadvocacy.org.au
Ph. 9808 5500 or 1300 162 510

Chair of Board
Coralie Jensen

Email: board@sidebysideadvocacy.org.au
Ph. 9808 5500 (leave a message)
or write to the address below.

Secretary of Board
Ruth Perram

The Secretary
Board of Management
Side By Side Advocacy Incorporated
Shop 1, 30 –32 Herbert Street
West Ryde NSW 2114

Other Organisations

Abuse & Neglect Hotline

Ph: 1800 880 052

Complaints Resolution Referral Service

Ph: 1800 880 052

Commonwealth Ombudsman's Office

Ph: 1300 362 072

Department of Social Services

Ph: 1300 653 227

Intellectual Disability Rights Service

Ph: 1800 666 611



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