



How to make a complaint

When can I make a complaint?



It is ok 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



We will listen to you and take you seriously. We will keep your complaint private.

How to make a complaint



Talk to the person who the complaint is about and try to solve the problem yourself. It is ok to have someone with you.

You can talk to someone else if

- You don't feel comfortable talking to the person yourself
- You already tried solving the problem by yourself and it didn't work



Who should I talk to?



If the problem is about a member of staff, you can talk to Kim Roots, the Executive Officer



If the problem is about Kim Roots the Executive Officer, you can talk to Coralie Jensen, the Chair of the Board



If you have other problems, you can talk to the Board of Management



Your complaint will be looked at based on our rules. It will either be looked at by Kim Roots, the Executive Officer, or by a small group that is formed by the Board.



We will make a decision about what to do about your complaint. We will tell you about the decision and how we made the decision.

What if I am not happy with the decision?



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

If you are still not happy, you can talk to another organisation that helps with complaints.

Contact information for other organisations



Complaints Resolution and Referral Service
Phone: 1800 880 052



Commonwealth Ombudsman
Phone: 1300 362 072



Department of Social Services Complaints Line
Phone: 1800 634 035



Intellectual Disability Rights Service
Phone: 1300 665 908

Contact information for Side By Side Advocacy



Executive Officer – Kim Roots
Phone: 9808 5500
Email: eo@sidebysideadvocacy.org.au



Chair of Board – Coralie Jensen
Phone: 9808 5500 and leave a message for Coralie
Email: board@sidebysideadvocacy.org.au



You can write a letter to the Board of Management at this address:

Board of Management
Side By Side Advocacy
Shop 1, 30-32 Herbert Street
West Ryde NSW 2114