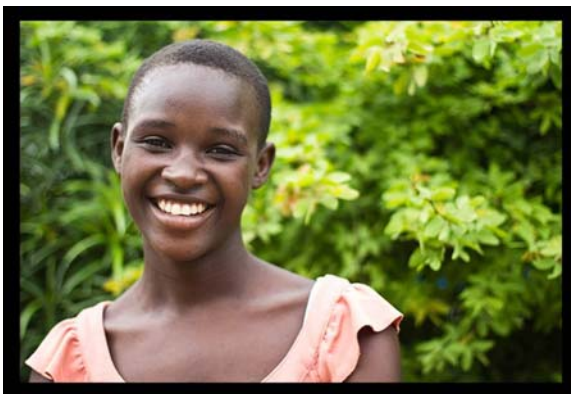


## HOW TO MAKE A COMPLAINT

- 1) Work out what the problem is or why you are not happy.
- 2) Explain the problem to a Staff Member in the Service or you can write the problem down. You can ask for someone else to assist you in making the complaint. Don't forget to include your suggestions on how to resolve the problem.
- 3) The Staff Member will strive to help you sort out the problem.
- 4) If you are not happy with the outcome or you feel you cannot talk to the Staff Member you can arrange to talk with another Staff Member, Manager or other Senior Officer delegated by the CEO. They will talk to you and see what they can do to help.
- 5) If it is a serious problem you may seek help from the Board of Management or other agency or Department, eg:
  - \* Ombudsman
  - \* Office of the Children's Guardian
  - \* Funding Body (see [www.syfs.org.au](http://www.syfs.org.au) acknowledgement page for details)

*See the Client Kit for detailed information*



## Southern Youth and Family Services

**Registered Office**  
467 Crown Street  
Wollongong NSW 2500

**Postal Address**  
PO Box 23  
Wollongong NSW 2520

**Phone**  
(02) 4228 1946

**Fax**  
(02) 4226 6364

**Email**  
[syfs@syfs.org.au](mailto:syfs@syfs.org.au)

**Web**  
[www.syfs.org.au](http://www.syfs.org.au)



Copyright©2015

## Southern Youth and Family Services

### GUARANTEE OF SERVICE

Southern Youth and Family Services strives to provide quality, timely and flexible services. Together we will develop a plan with you, and other agencies, to meet your needs.

*We will do everything we can to:*

- Uphold your rights and dignity
- Provide services in a friendly, welcoming, flexible, sensitive, professional and timely way
- Provide services that are sensitive to your cultural background, age and development and do not discriminate on any basis
- Provide opportunities to take an active role in decision-making
- Consider the needs of your children
- Provide you privacy and maintain your confidentiality
- Consider your health and safety, and
- Provide the services you need, referrals and options for you



## RIGHTS AND RESPONSIBILITIES

Everyone has basic rights and responsibilities regardless of their age, gender, sexuality, disability, beliefs, or background. You have the right to a safe place as well as a responsibility to help make it a safe place for everyone.

### YOUR RIGHTS

You have the right to make informed decisions about your life

You have the right to know about the different Services, how they operate and why we have them

You have the right to privacy and confidentiality

You have the right to be treated with dignity and respect

You have the right to be free from physical, sexual, emotional and verbal abuse

You have the right to have a say in how this Service is run

You have the right to make a complaint if you are not happy with something that has happened

You have the right to access your file/information. Ask a Staff Member to arrange a time.

You have the right for someone to advocate on your behalf. Ask a Staff Member how.

You can make suggestions and be involved in how the Service is run by attending meetings, putting comments in the suggestion box, filling in an evaluation survey, talking to Staff and there are other options. We will ask for your opinions and suggestions.

### YOUR RESPONSIBILITIES

You have the responsibility to treat everyone else, and their property, with respect

Improving the Service is everyone's responsibility and your contribution is valued

You have a responsibility to respect the rights of others as well as their rights to privacy and confidentiality

It is your responsibility to make the Service a safe place to be for everyone

You have the responsibility to provide accurate information so we can provide you with the best services

You are responsible for your own decisions

It is your responsibility to participate positively



## COMPLAINTS

If you are not happy with how you are being treated, you have the right to discuss the problem and we will strive to work it out with you.

- If this does not work you can make a complaint
- All complaints will be kept confidential
- The only people that need to know are the Staff Members and the people involved in the course of action to address the problem. If it is a criminal matter, or a safety issue, by law we have to involve other people.
- You will be treated fairly when making a complaint and we will strive to sort it out very quickly
- If you have a complaint to make, the first step is to go and speak to a Staff Member. All complaints made will be looked into and followed up to solve the problem.
- If the complaint is unresolved, you can take it further and contact details are advertised on the Notice Boards in each Service

### WHAT CAN YOU COMPLAIN ABOUT?

- Something that you believe is unfair
- Something about the Service that is making you unhappy
- Being treated unreasonably
- If you believe the Service isn't doing something that it should be