

# Complaints



Complaints are valuable feedback that can be used to monitor and improve service delivery. Complaints may be made by people using Sapphire Neighbourhood Services (SNS), other agencies, community members or any external stakeholders.

All people have the right to make a complaint if they are unhappy with any aspect of SNS or its services, facilities or workers. Complaints may be made in person or by phone, email or in writing.

When managing complaints, SNS upholds the following principles:

- Complaints are confidential. Only the people directly involved in making, responding to or investigating the complaint can access information about the complaint. Complaints records will be kept secure.
- Both sides will get a chance to have their say and all relevant information will be considered
- Nobody will be victimised or punished for making a complaint or helping someone make a complaint
- All complaints will be taken seriously and investigated without retribution or prejudice
- Complaints will be dealt with as quickly as possible
- The rights of workers involved and of SNS will be respected
- All people involved in a complaints process have the right to a support person including an advocate, friend, relative or industrial representative

## How to Make a Complaint

- Speak to the SNS Service Manager by calling 02 6492 3411 or emailing [admin@snsi.org.au](mailto:admin@snsi.org.au)
- The Service Manager will deal with the complaint and let you know the outcome
- If you are unhappy with the outcome, we will give you several options of what to do next
- If this still doesn't fix the problem, please contact the NSW Ombudsman, toll free on 1800 451 524, or [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)