

Your feedback is welcome.

We're interested in what matters to you. And if there's something we can do to improve the support we provide to people in the community, we want to know about it.

When you give us feedback or make a suggestion about how we can do things better, we'll share this information with our team members and take action where necessary.

You can give feedback to our team anytime, or you can complete our Feedback Form on our website.

Complaints process

If you would like to make a complaint, we encourage you to do this by speaking to our team members directly, so we can respond as quickly as possible.

If you are unhappy with their response, or you think there has been serious misconduct or a breach of the law, you can lodge your complaint with Uniting WA's Complaints Officer by:

- Completing the **Feedback Form** on our website
- Calling **1300 663 298** to arrange a time to speak with our Complaints Officer
- Emailing your complaint to **complaints@unitingwa.org.au**

- Posting your complaint to:
Complaints Officer
Uniting WA
GPO Box B74
PERTH WA 6838

What happens next?

Once you have made your complaint, our Complaints Officer will contact you within 3 business days to let you know that your complaint has been received.

Your complaint will be recorded and investigated as quickly as possible. Our Complaints Officer will keep you informed of our progress as we go.

How long will it take?

Our Complaints Officer contact you within 15 business days to let you know what the outcome of our investigation, and what actions we're taking in response to your complaint.

What if I'm not happy with the outcome?

If you are not happy with the action we've taken to respond to your complaint, you can ask the Complaints Officer to review the decision.

You also have the opportunity to contact external agencies for independent information, support and advice if you're unhappy with the decision.

What are my rights?

Everyone has rights when making a complaint, including the right to:

- Be treated with care, consideration, dignity and respect
- Have private information treated sensitively
- Ask questions if you don't understand the process
- Ask for a second opinion
- Request an interpreter or assistance with reading or understanding.

What are my responsibilities?

When you make a complaint with us, we ask that you respect the health and safety of our team members, and the limits on our resources and scope of control.

This means, if you make a complaint in an inappropriate or aggressive way, our team have a right to ask you to make your complaint at a later time, or with an external agency.

Let us know if you need this information in another format.

Uniting

Visit
unitingwa.org.au

Or call us at
1300 663 298