



Uniting Burnside

**Your time
in care.**

Uniting

Do you have a complaint about the way you were treated when you were in Burnside's care?

Uniting Burnside is ready to listen to you with care and understanding. This is a guide to help you.

What do I do first?

The Uniting Burnside Manager Aftercare knows many of the 'Burnie' kids and you may have already had contact with her. You can call (02) 9768 6890 or write to her at the following address:

PO Box 7137
Silverwater NSW 2128.

Otherwise you can contact the Director, Communities:
PO Box 7137
Silverwater NSW 2128
T: (02) 9768 6866

What happens after that?

Shortly after, you will receive a letter to:

- Restate your comments to be sure that Uniting Burnside understands your complaint.
- Tell you the name of the person who is managing your complaint and how they may be contacted.
- Ask you to return a signed copy of this letter to verify that your concerns have been accurately recorded.

What happens after I get my letter?

Once you have received your letter and returned a signed copy, the Uniting Burnside Manager who will be handling your complaint will contact you to talk about what you want to do and the next steps.

Our guiding principles when dealing with this kind of complaint are:

- A commitment to natural and procedural justice.
- The right of people to bring complaints to the Organisation.
- The recognition that complaints are serious and must be treated with respect and compassion for the person bringing the complaint.
- The Organisation will not allow retribution against a person who brings a complaint.
- Complaints will be addressed in the shortest time practicable.
- The Organisation will maintain confidentiality about complaints.
- Investigation into complaints will be conducted in an objective manner.

Can someone help me?

Yes, a person you trust can help.

It is okay to have a friend or person you trust to help you in any of your dealings with Uniting Burnside. This person can help put your comments in writing, be with you when you put forward your complaint and attend any meetings with you.

If you do not have anyone to support you, Uniting Burnside can help arrange someone.



What are some of the things that may take place?

- For some people, just having someone listen with care and understanding can be helpful.
- If you are still experiencing some negative effects from your experiences while you were in Burnside's care, the Uniting Burnside Manager Aftercare can assist you to access counselling to help you with your emotions, thoughts or behaviours.
- Uniting Burnside's Manager Aftercare, can assist you in a variety of ways, depending on your circumstances and what you feel might be helpful.
- An investigation may be arranged to properly determine your complaint.

- The nature of your complaint could be such that someone needs to be charged by the police. This can be a lengthy and very stressful process and sometimes it can be difficult to prove things that happened a long time ago.

However, Uniting Burnside would be happy to provide help to you, as the matter progresses.

Will I be stopped from using Uniting Burnside's services?

No. Your complaint is important to us. You will not be discriminated against because you have made a complaint.

What can I do if I am not happy with the outcome?

You can ask for the whole matter to be reviewed.

Uniting Burnside

Manager Aftercare

T: (02) 9768 6890

Director, Resilient Families

T: (02) 9768 6866

PO Box 7137

Silverwater NSW 2128

Learn more.

uniting.org

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