

We welcome all feedback, including complaints.

At Uniting, we want to provide you with the best possible service. Complaints help us do this, so no matter how small the issue is, we encourage you to get in touch.

We also love to hear when we've made a positive difference in your life. Your feedback helps others who use our services.



Get in touch.

PO Box A1278,
Sydney South NSW 1235
1800 864 846
ask@uniting.org

Agencies that can assist with your complaint

NSW Ombudsman
1800 451 524 or 02 9286 1000
nswombo@ombo.nsw.gov.au

ACT Ombudsman
1300 362 072

National Relay Service
1800 555 677

Translating and Interpreting Service
131 450

uniting.org

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Complaints and feedback

How we handle complaints.



Uniting



When you make a complaint, Uniting handles the process in the best way for you.

We want your feedback

If we've made a positive impact on your life, or the lives of others, we'd love to hear about it. If there's something you're concerned about, you can follow the process below. Don't worry, we'll try to put it right as quickly as possible.

What can you complain about?

We want to hear about anything relating to our work that you're not happy with.

This includes:

- Services you didn't receive
- Unhelpful services
- Safety issues
- The behaviour of our employees

Making your complaint

You can tell us about your concerns in person, by phone, email, or in a letter.

- Speak to any Uniting employee to lodge a complaint
- If you're not happy with the response, please ask to speak to a supervisor
- If this is unsuitable, please contact the manager about your complaint

If you prefer, you can ask a family member, friend or someone else to make a complaint on your behalf.

We will:

- Take your complaint seriously
- Make sure our complaints policy and process is explained to you
- Treat everyone fairly
- Handle your complaint in a culturally sensitive way, with extra support if you need it
- Only discuss your complaint with people who can help us resolve it. For some serious complaints, we might need to speak to other organisations, such as the police
- Continue to support you. You won't lose access to services if you complain

Your rights

In keeping with current legislation, Uniting wants you to be supported during your complaint.

You can:

- Have someone else manage your complaint and speak on your behalf
- Bring someone to support you during meetings, including an interpreter
- Ask for reasons for our decisions to be explained to you or the person acting for you, both in person and in writing