

SANE We're people
like you.

FEEDBACK AND COMPLAINTS POLICY AND PROCEDURE



Easy Read

www.sane.org

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Feedback and complaints policy and procedure



This policy and procedure is about feedback and complaints.

A **policy and procedure** says how we must do things.



Feedback means you tell us what we do well or what can be better.



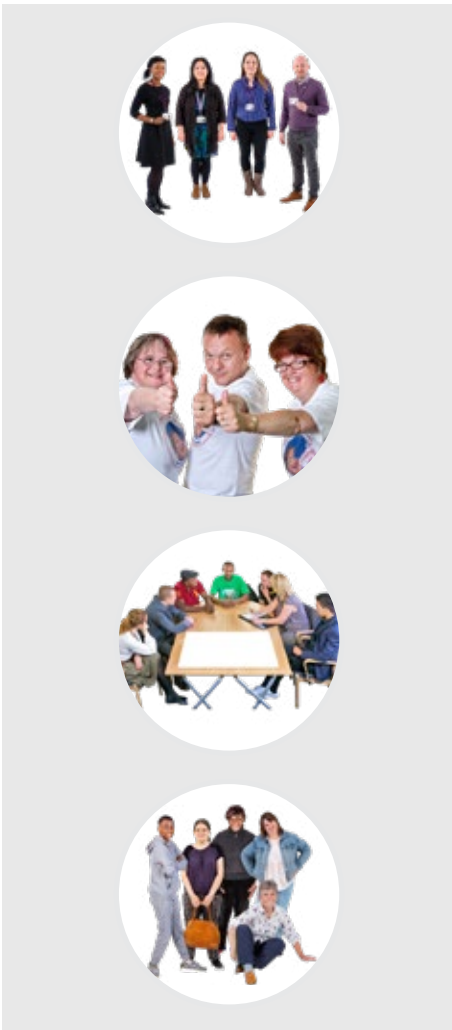
To **make a complaint** means you tell us that you are not happy with something.



SANE Australia wrote this policy and procedure.

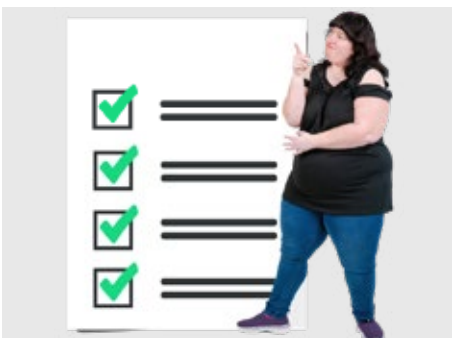
SANE for short.

When we say **we** it means SANE.



This policy and procedure is for

- SANE staff
 - Volunteers
 - The board
- Board** means the group of people who help run SANE.
- People who get services from SANE.



It will help people understand how to give feedback and make complaints.



We will also tell people what happens after they make a complaint.

What we will do



There are some thing we do so that everyone can give feedback and make complaints.



We tell people how they can do it.



We tell people about what we will do after we get the feedback or complaint.



We make sure new staff know about this policy and procedure.



We make sure the way we do feedback and complaints is

- Free
- Easy to understand
- Fair.



We do not share any information about the person who made the feedback or complaint.



Sometimes we might need to share the information.

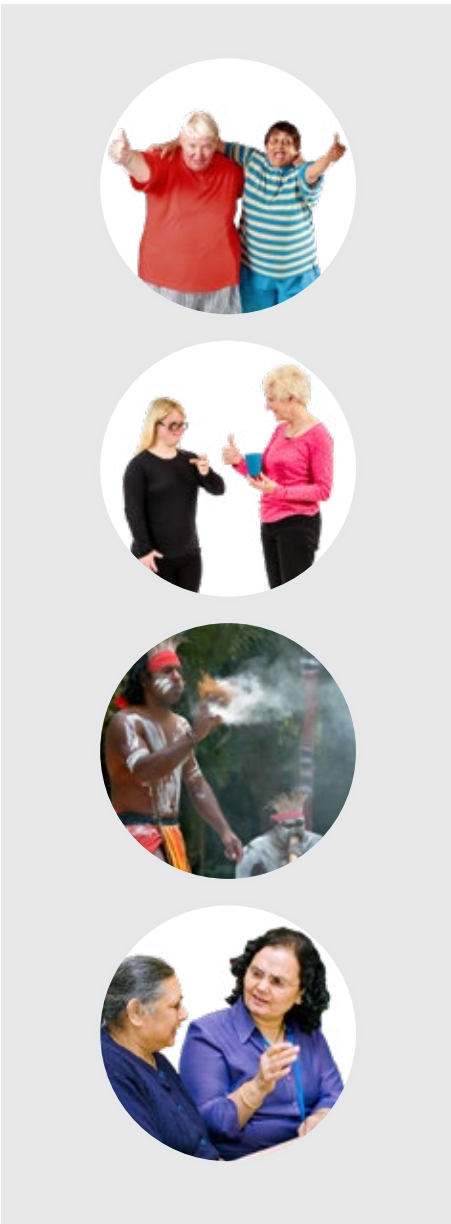


This could be if the law says that we must.

We will ask you if it is ok before we share your information..



We make sure people know they can have someone support them with their complaint.



This could be

- A friend
- An advocate
- A First Nations elder
- Someone who speaks their language.

What we do when we get feedback and complaints



When we get feedback or a complaint we listen.



We respect the person who

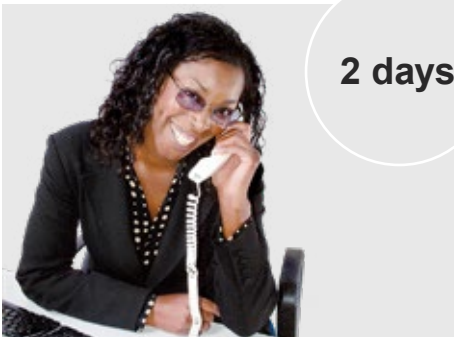
- Gives the feedback or complaint
- The complaint is about.



We make sure the person feels safe.



If you make a complaint we will still give you the same service we did before.



2 days

We will be in touch after 2 days to say what will happen next.



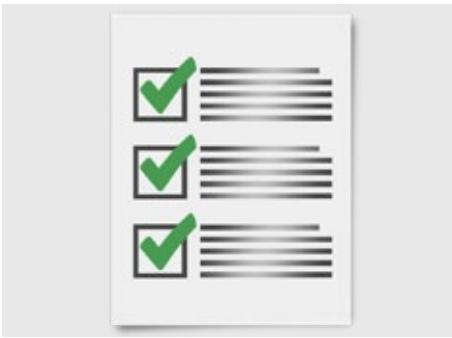
We will take no more than 28 days to sort out the complaint.



If the complaint is about a child we make sure that the child is safe.

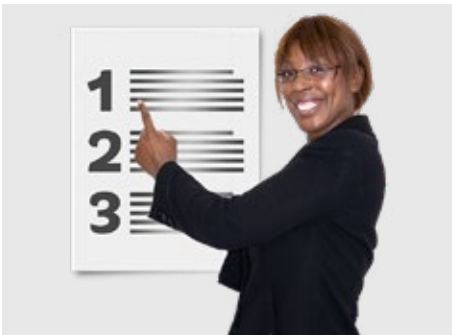


All the complaints go to the Quality and Clinical Governance Team.



The **Quality and Clinical Governance Team** make sure the feedback and complaints are

- Sorted
- Used to make things better.



We make sure conflicts of interest do not change the way we do things.



A **conflict of interest** is when something stops you making a fair decision.



If the complaint is about something that might hurt someone we make sure everyone is safe.

Who looks after the complaints



The CEO and Executive Leadership Team will look at all complaints.



The **CEO and Executive Leadership Team** are the people running SANE.



They will

- Look at what the complaints are about
- Choose who needs to sort it out
- Tell the board about the complaints.



They will also support the staff who look after the complaints.



We also try to make the way we do feedback and complaints better.

How to give feedback and complaints



Our staff will help people make complaints if they need support with it.

You can



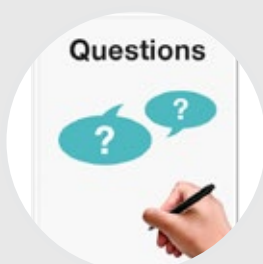
- Send an email to **feedback@sane.org**



- Fill in a form on the SANE website
www.sane.org/contact-us



- Write a letter to
C/O 700 Swanston Street
Carlton VIC 3053



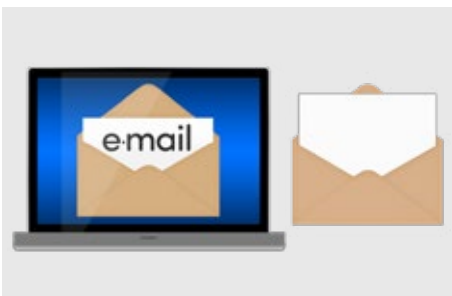
- Fill in a survey at SANE.

A **survey** is a list of questions about SANE services and programs.

When you are not happy



Sometimes you make a complaint and you are not happy with what we do with it.



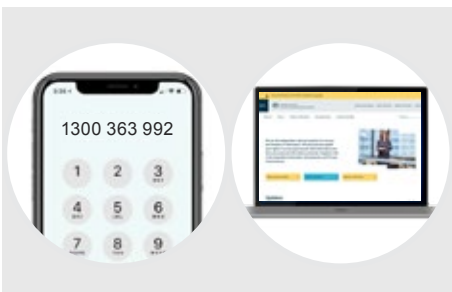
You can email or write a letter to us.

The CEO will write back to you within 28 days.



If you are still not happy you can contact the Australian Information Commissioner.

The **Australian Information Commissioner** might be able to help you with your complaint.



To contact them

- Call them on **1300 363 992**
- Go to **www.oaic.gov.au**

Council for Intellectual Disability made this document Easy Read. **CID** for short. You need to ask CID if you want to use any pictures in this document.

You can contact CID at **business@cid.org.au**.