

Feedback and Complaints Policy

Your Feedback Matters at SASS

At SASS, we want people to feel safe, heard and respected. Your feedback helps us improve our services. You can tell us when something has gone well, share ideas, or let us know if something does not feel right. We welcome compliments, ideas, concerns and complaints.

Giving feedback or making a complaint will not affect your right to receive support from SASS. We want people to feel safe speaking up.

You Have the Right To:

- ✓ Be treated with respect
- ✓ Feel safe and supported
- ✓ Ask questions
- ✓ Tell us if something does not feel right
- ✓ Bring a support person
- ✓ Give feedback or make a complaint
- ✓ Stay anonymous if you choose
- ✓ Be kept informed where possible

What Can I Give Feedback About?

You can talk to us about anything that affects your experience with SASS, including:

- Feeling unsafe or uncomfortable
- How you were spoken to or treated
- Worries about your support or services
- Communication or appointments
- Ideas to make services better
- Something that did not feel right

How Can I Tell SASS?

You can:

- Talk to a staff member
- Complete a feedback form
- Complete an online form through our website
- Phone us during office hours
- Write to us
- Ask someone to help you

You can have a support person, interpreter, advocate or someone you trust to help you share your feedback.

Can I Stay Anonymous?

Yes. You can choose not to share your name or contact details.

Sometimes this can make it harder for us to fully look into concerns or contact you with an outcome, but the choice is yours.

What Happens Next?

We will:

- ✓ Listen carefully
- ✓ Take concerns seriously
- ✓ Respect your privacy
- ✓ Try to respond quickly
- ✓ Keep you informed
- ✓ Explain the process in a way you understand
- ✓ Work with you to understand what feels helpful
- ✓ Talk about possible next steps with you

We will try to respond as soon as possible. Some concerns may take longer to look into, but we will keep you updated where we can.

Will My Information Stay Private?

We will treat your information carefully and respectfully. Sometimes we may need to share information with the right people to respond to safety concerns or look into an issue. Where possible, we will explain this to you.

If I Still Feel Unhappy

If you do not feel your concern has been resolved, please tell us.

You can:

- Ask questions
- Ask for another review
- Talk to another staff member or manager
- Get support from an advocate or support person
- Ask about other options for raising concerns

You Can Also Get Support Outside SASS

If you would prefer to talk to someone outside SASS, you may wish to contact the [Australian Charities and Non-for-Profit Commission \(ACNC\)](#).