

# ROYAL FAR WEST COMPLIMENTS, COMPLAINTS AND FEEDBACK PROCESS



## We welcome your feedback

Royal Far West is committed to achieving positive outcomes for children and families who use our services. We welcome your feedback in the form of compliments, complaints, and feedback.

We are committed to responding to compliments, complaints and feedback in a person and family centred manner, in fair and open ways.

## We value your feedback

- It is important for us to know what is working well and how we can do things better.
- It helps us to ensure that our supports are effective.
- It gives us the opportunity to improve our services.

## We will treat your feedback with respect by:

- Listening to you.
- Telling you what to expect next.
- Identifying a person within Royal Far West as your key contact.
- Providing reasons for decisions that are made.
- Protecting your privacy.
- Ensuring that we welcome your chosen support person or advocate should you choose to have one.
- Assisting you to access an interpreter or alternative forms of communication to suit your individual preferences.

## You can give feedback or make a complaint by:

- Speaking with a Royal Far West staff member in person.
- Calling a Royal Far West's Complaints Officer on 02 8966 8500.
- Emailing Royal Far West directly at [feedback@royalfarwest.org.au](mailto:feedback@royalfarwest.org.au)

## How will Royal Far West respond to my feedback?

- We will ask you what you would like to have happen.
- If the complaint is simple, it may be resolved locally and immediately with the staff member of your choice.
- If the staff member is unable to resolve the complaint at this point the offer will be made for a more senior member of staff to be contacted.
- If the complaint remains unresolved you should consider making your complaint formal and putting it in writing. We will respond to your written complaint within 3 working days of receipt of complaint.
- We will need time to properly investigate your complaint.
- You will be kept informed at all stages of the decision-making process.
- Once the complaint is resolved as far as possible, you will be informed of the outcome by phone, email or letter. We aim to do this within 28 working days.

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## What if I'm not happy with the outcome?

If you remain unhappy with the outcome or the way your complaint has been managed, you can:

- Contact the person who was dealing with your complaint for more information.
- Ask the Royal Far West Complaints Officer to review your matter.
- Contact the Royal Far West Executive Director, Finance and Corporate Services on 8966 8500.
- Seek support from external agencies such as those listed below at any stage of the complaint management process.

## Who else can I contact for support?

If you would like further support or if Royal Far West is not able to resolve the matter with you, we will give you information about external organisations that may be able to help you. For example:

- [NSW Complaints Ombudsman](#) or phone 1800 451 524
- [Health Care Complaints Commission](#) or phone 1800 043 159
- [NDIS Quality & Safeguards Commission](#) or phone 1800 035 544

## Where can I find more information?

Royal Far West's Compliments, Complaints and Feedback Policy and Procedures detail our approach to managing complaints. You can ask us for a copy by contacting us on 02 8966 8500.