

# Our Complaints Management Principles



Royal Far West is committed to managing your complaint according to the relevant Commonwealth and State legislation. These include:

Privacy and Personal Information Act  
1998 NSW

The Health Care Complaints Act  
1993 NSW

Government Information (Public Access)  
Act 2009

Anti-Discrimination Act  
1977 NSW

NDIS Quality & Safety Commission

NSW Ombudsman's Act

Department of Family & Community  
Services (FACS) Act

NSW Police

Office of Fair Trading



## You have the right to:

Access an advocate to help you make a complaint

Anonymously lodge a complaint

Be provided with appropriate and easy to understand information about the progress of your complaint

Withdraw your complaint at any stage

Raise the complaint through other channels such as the NSW Ombudsman and NDIS Safety & Quality Commission

## You are encouraged to:

Raise your concerns at the earliest possible stage and provide staff with the information needed to assist in reaching a helpful outcome

Respect the role of the staff and their right to respond to a complaint

Treat staff with courtesy and consideration

Not make false or malicious complaints



**Royal Far West**  
Children's health, country-wide

# Compliments Complaints Feedback

*How to have your say*



**Royal Far West**  
Children's health, country-wide



## What are compliments, complaints and feedback?

Royal Far West encourages and values opinions and comments from parents/carers and children.

### Compliments

are positive comments that you may choose to make about our staff and service.

### Complaints

give us the opportunity to identify and resolve issues to ensure we're delivering the best possible service.

### Feedback

is where you provide a suggestion to help us improve our service. This helps us identify what is working well and what we can do to improve.

## Important things to remember:

### We take what you have to say seriously

We are here to listen. Every complaint and concern is addressed positively and seen as a way in which we can improve our service.

### Care will not be compromised

Providing the best possible care and experience for your child is important to us. Please be assured that providing feedback will not affect your child's care in any way.



## Share something positive with us

**Please let us know when a staff member does a great job, or when your overall experience has been good. We are very keen to hear and recognise excellent work from our teams.**



## How to make a complaint:

- A formal complaint must be in writing
- You can talk to a staff member you feel comfortable with
- If required, our staff will help you put your concerns in writing

### Please email us:

**feedback@royalfarwest.org.au**

### Or mail to:

**Complaints Officer**

**PO Box 52**

**Manly NSW 1655**

If you prefer or feel uncomfortable raising it with us directly, you may choose to have an advocate act on your behalf.

You can also help with completing online feedback and annual surveys.

## It's okay to make a complaint



## What should I put in a complaint?

The more specific the information you are able to provide, the more thoroughly we can investigate the complaint and take the appropriate action. If you are not sure, speak to your primary worker or another Royal Far West staff member.



## What do I do if I am unhappy with how the complaint was managed?

If you are unhappy with the way your complaint has been dealt with, initially you can contact:

### Chief Operating Officer, Corporate Services

**Royal Far West**

**PO Box 52**

**Manly NSW 1655**

If you remain unhappy with the outcome of your complaint, you can contact these organisations for an independent review:

### NSW Ombudsman

**1800 451 524**

### Health Care Complaints Commission

**1800 043 159**

### NDIS Quality & Safety Commission

**1800 035 544**



## What we promise to do

**We will acknowledge a written complaint within 3 business days of receiving and address within 28 business days**