



St Vincent de Paul Society  
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# Feedback and Complaints Policy



Easy read

April 2021



# About this Easy Read



Vinnies wrote this fact sheet.

When you see **we** or **us**, it means Vinnies.



This easy read is a summary of the Feedback and Complaints Policy.

We use pictures to explain some ideas.

We have written some words in **bold**. We explain what these words mean.



You can ask for a copy of the Vinnies Feedback and Complaints Policy.



# Feedback and Complaints

## This factsheet will tell you about

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# What are feedback and complaints?

**Feedback** is when you can tell us

- what you like about our services, programs or Vinnies workers
- what you think about our services or programs.

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Your Feedback

.....

.....

.....

A **Complaint** is when you tell us

- you are **not** happy with something and
- want change.



You can give us feedback or make a complaint if you receive assistance from Vinnies.



## How to give feedback or make a complaint



You can give feedback or make a complaint to

- the service or program
- your support worker or
- the service manager.



Make a complaint to **Vinnies Complaints Officer**

- Phone: 9568 0262
- Email: [Complaints@vinnies.org.au](mailto:Complaints@vinnies.org.au) or
- Mail: Complaints Officer, State Support Office,  
PO Box 5, Petersham, NSW 2049





## What complaint should you tell Vinnies about?

You can tell us if you are **not** happy about



- our services and programs
- Vinnies workers behaviour
- information you have or have not been given
- how you are treated
- if you do not feel safe
- how we communicate with you
- the access of our services
- how long it took to receive help.





## How Vinnies will manage your complaint



Where possible, complaints will be managed by the service or program.

If it cannot be fixed in 5 days, the complaint will be sent to the Vinnies Complaints Officer.

Complaints about



- criminal matters. Like stealing
- children's safety
- serious misconduct by Vinnies workers
- workers in senior positions



will be sent to the Vinnies Complaints Officer.



## How Vinnies will manage your complaint

If you make a complaint, we will



- listen to you
- treat your complaint in a fair way
- tell you how we will manage the complaint
- keep you up to date
- let you know the decision that has been made
- take action to fix the problem.



Your complaint helps us to

- give you better support
- improve our services and programs.





## How Vinnies will manage your complaint



We will

- look at the facts
- look at the information
- talk to you and the people involved
- check if Vinnies policies have been followed
- take action to fix the problem like
  - give extra training to Vinnies workers
  - change how we do things.





## How Vinnies can support you



### If you need help Vinnies can

- call a Translation or Interpreting Service
- talk to you using the National Relay Service
- help you fill out the Feedback and Complaints Form
- refer you to an advocacy service.



We will **not change the way we** treat you if you tell us

- what you think or
- how you feel.



You will **not** lose your service or support.



## Record keeping



We will keep all information about your complaint for a minimum of 7 years.



We will keep your complaint private.

We may need to share information about your complaint if



- the law says we must or



- to keep you safe.



## Who else can you talk to?



If you are not happy with:

- Vinnies decision about your complaint

Or

- how Vinnies has handled your complaint.



You can ask Vinnies to review the complaint decision within 25 days.



You can make a complaint about Vinnies to the NDIS

- Phone: 1800 035 544
- For Interpreters Phone: 133 677
- Email: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)





## For more information



You can ask for a copy of the Feedback and Complaints Policy.

For help with this document talk to

- your support worker or service manager
- a family member or friend
- an advocate.

