

Do you have a complaint?

If yes, please tell us. In the first instance we would encourage you to talk to the person who normally provides you with a service, in most instances complaints can be resolved locally and quickly. If you are not comfortable with that approach for whatever reason you can choose the person to which you make the complaint. Depending on what you tell us we may encourage a local resolution or we may appoint someone not connected to the concerns to investigate your complaint.

What should you tell us?

- Your name, address and the best way to contact you.
- The details that will help us understand the reason for your complaint e.g. What happened? When and where? Who was involved?
- Copies of any documents relevant to your complaint.
- If you have already discussed your complaint with us, the details of those persons from Summit Community Services Inc that you dealt with.
- A satisfactory resolution of your complaint? For example are you seeking information which you feel is being withheld, are you seeking an apology, etc.

OPENING HOURS:

9.00am - 4.30pm
Monday - Friday

CLOSED:
1.00pm - 2.00pm

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Contact:

Unit 2/116 Barwan Street
(PO Box 509)

NARRABRI NSW 2390

Telephone: (02) 6792 1478

Email: admin@summitcsi.com.au

Summit Community Services Inc

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Feedback and Complaints

“Your comments provide us with an
opportunity for positive action”

How will we handle your complaint?

Our commitment to you means we will:

- Record the details of your complaint, consider it in a fair and genuine manner, and deal with it effectively to ensure a fair outcome.
- Enquire into your complaint and consult with any relevant Summit Community Service Inc. workers, volunteers, carers, and contractors, which should help resolve it fairly and within a reasonable timeframe to work out if it is a complaint or an appeal.
- Acknowledge your complaint, in writing or via email, within seven (7) business days of us receiving it.
- Treat you with respect and treat your information with confidence, in line with the Summit Community Services Inc Privacy Policy.
- Keep you and any other persons involved informed about the progress of the complaint, how we will try to resolve it and, as is appropriate, what we will do to prevent it from happening again.
- Take action to resolve the complaint as best as possible to your satisfaction and, where possible, recommend any changes needed to ensure the cause is fixed.
- Let you know in writing the outcome of your complaint and, as is relevant, the reasons behind this outcome.

What else do you need to know?

- Someone else can make a complaint on your behalf; however, we may still need to contact you directly.
- You may make a complaint verbally and/or in writing. If you make a verbal complaint, a worker will assist you to put this in writing.

If you are not satisfied with the resolution to your complaint you are able to contact:

- The NDIS Quality and Safeguards Commission 1800 035 544
- Housing Appeals Committee, please ask us for an appeal form or contact 1800 629 794
- Law Access NSW 1800 888 529
- Northern NSW Aboriginal Tenants Service 1800 248 913
- Newell Advocacy 02 6792 3195



Summit Community Services Inc Complaints Process

