

# Complaints

## What to do if I have a complaint.



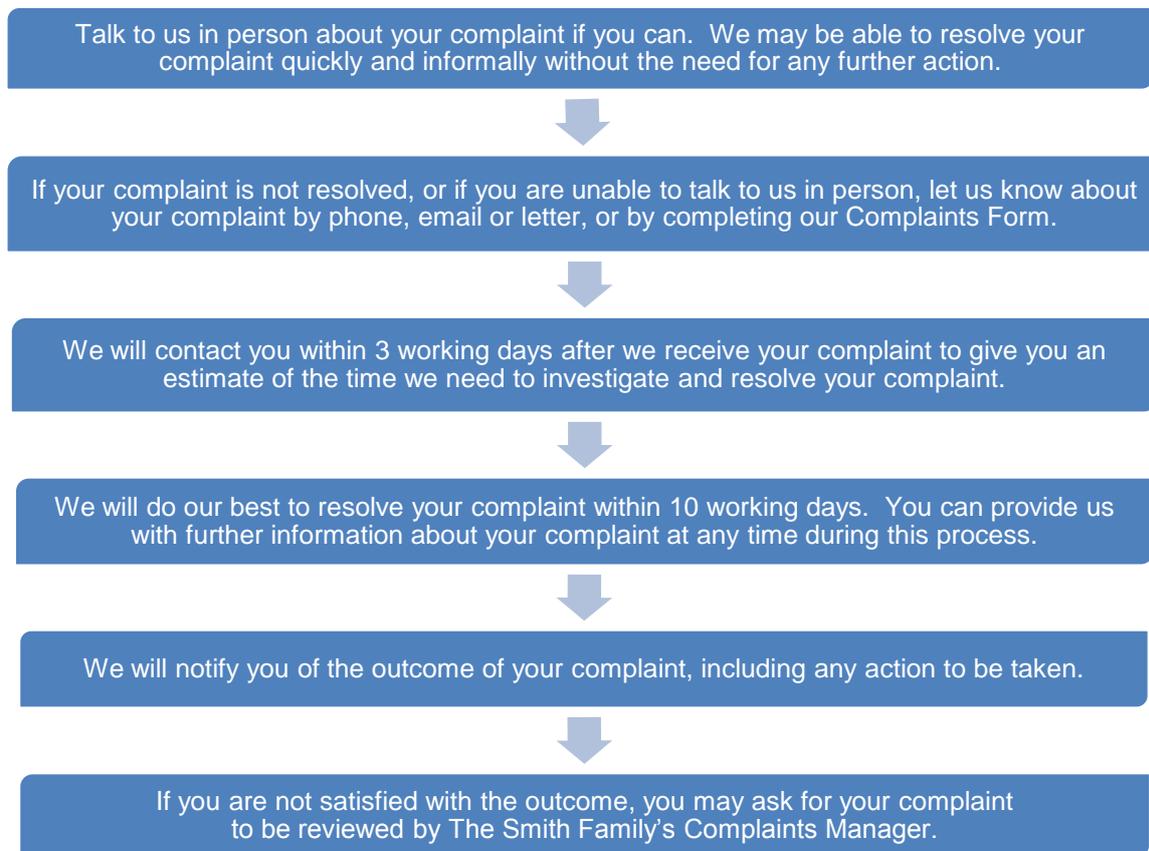
everyone's family

If you are dissatisfied with The Smith Family, our services, activities or our team members, we encourage you to let us know. Here is some more information to inform you about how we manage complaints.

### What is a complaint?

A complaint is any expression of dissatisfaction about The Smith Family, our services and activities, or our team members, volunteers and anyone acting else acting on our behalf.

### How to make a complaint



### Where to make a complaint

You can let us know about your complaint by making it in person at your local The Smith Family office, calling us on 1800 024 069, emailing us on [complaints@thesmithfamily.com.au](mailto:complaints@thesmithfamily.com.au) or sending your complaint by post to the General Manager, The Smith Family, at the following addresses in your State or Territory:

ACT: PO Box 10500, Woden ACT 2606

NT: PO Box 553, Nightcliff NT 0814

SA: PO Box 10500, Rundle Mall, Adelaide, SA 5000

Vic: PO Box 207, Collins Street West, VIC 8007

NSW: GPO Box 10500, Sydney NSW 2001

Qld: PO Box 10500, South Brisbane QLD 4101

Tas: GPO Box 2237, Hobart TAS 7001

WA: GPO Box 3087, East Perth, Perth WA 6892

Please fill out our Complaint Form which is available at your local The Smith Family office, or on our website at [thesmithfamily.com.au](http://thesmithfamily.com.au) in the 'Get in Touch' section, or you can phone us on 1800 024 069 and we will send it to you. If you need assistance filling out the Complaint Form, just ask us for help.



everyone's family

## What else you need to know

You have the right to have a support person with you during the complaints process. You may bring a friend, relative or advocate with you when you make your complaint or discuss your complaint with anyone from The Smith Family.

You should let us know if you require an interpreter.

You may give us further information at any time during the complaints process, and you may withdraw your complaint at any time.

If your complaint is anonymous, it will be investigated and actioned but we will not be able to provide you with details about the outcome.

If your complaint is not resolved within the timeframe we told you, or you are not satisfied with the outcome, you may ask for your complaint to be reviewed by The Smith Family's Complaints Manager. You should lodge your appeal by emailing [complaints@thesmithfamily.com.au](mailto:complaints@thesmithfamily.com.au) within seven working days after the end of that timeframe or when you are notified of the outcome.

You will not be discriminated against for making a complaint or an appeal from the complaints process. You can expect to be treated fairly throughout and ongoing.

## Your privacy

Your privacy and confidentiality will be respected at all times during the complaints process.

The Smith Family collects personal information from you in order to investigate your complaint. We may also collect information about you from the person you complained about (the respondent) and others if they have information relevant to your complaint.

If you do not provide this information, it may affect how we handle your complaint. In some cases, it may mean we cannot investigate your complaint further or provide you with details about the outcome of your complaint.

We will use the information you provide to assess, investigate and attempt to resolve your complaint and for internal reporting. When we investigate your complaint, we will usually disclose the information you give us to the respondent. If necessary, we may also disclose your information to others who have information relevant to your complaint.

Our privacy policy is available at [www.thesmithfamily.com.au/privacy](http://www.thesmithfamily.com.au/privacy) or you can request a copy by contacting us on 1800 024 069. It gives further general information on how personal information is collected and dealt with by The Smith Family, and also covers how you can access, update and correct your personal information and what to do if you have questions or privacy complaints.

## Our commitment

Our commitment to you is that we will respond in a timely manner to all complaints we receive. We will do our best to provide an initial response to you within three working days after we receive your complaint, and to resolve your complaint within 10 working days. In some cases where further investigation of your complaint is required, and a response cannot be provided within this timeframe, we will let you know our expected timeframe.

**For further information, please contact us on 1800 024 069 or email [complaints@thesmithfamily.com.au](mailto:complaints@thesmithfamily.com.au)**