**Feedback and Complaints Form**

You can hand this form in at any of our offices, or return by:

Email: [contact@bluesky.org.au](mailto:contact@bluesky.org.au)

Post: Blue Sky Community Services

Attention Complaints Officer

PO Box 799, Coffs Harbour, NSW 2450

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| --- | --- |
| **Your preferred name:** |  |
| **Date completed:** |  |
| **Your phone number:** (if you would like us to contact you via phone) |  |
| **Your email address:**  (if you would like us to contact you via email) |  |
| **Your postal address:**  (if you would like us to contact you via post) |  |
| **If someone else is helping you to complete this form please provide their details:**  (if you would like us to speak with them on your behalf) | Name:  Relationship to you:  Please list either their phone number, email or postal address: |
| **Please detail your feedback or complaint here:**  (you can attach more information if needed) |  |

**Blue Sky welcomes feedback, compliments and complaints**

At Blue Sky Community Services we welcome feedback, good and bad. We believe that receiving positive feedback and complaints is a great way to find out what we do well (so we can do more of it) and what we don’t do so well (so we can do it better).

We are committed to passing on positive feedback to our staff so they can know they are doing a great job. We’re also committed to dealing fairly and effectively with complaints. We want to know what happened and why, and what can be put in place to improve our practice and the services we deliver.

*Every person who uses our services has the right to give us feedback or to make a complaint*.

**What will happen if I make a complaint?**

When you give us feedback or make a complaint, the staff member receiving the feedback/complaint will listen to you respectfully and ask questions so they can fully understand the nature of the feedback/complaint.

If we have done something that has caused you concern, we will apologise for this, look into the matter and find ways that we can prevent the same sort of thing from happening again.

All feedback and complaints are reported to the Chief Executive Officer so improvements can be made to the way we deliver our services. The Chief Executive Officer also reports complaints to the Board of Directors of Blue Sky Community Services. If a complaint may be criminal in nature, or concerns potential risks to someone’s safety and wellbeing, it will be reported to the appropriate external authorities for investigation.

All complaints are:

* taken seriously
* dealt with within a reasonable timeframe
* kept confidential (only parties that need to know about the complaint will be told about it)
* investigated objectively and fairly (no assumptions will be made and no action taken until all the information collected has been considered)
* repercussion-free (no action will be taken against anyone making a complaint or helping another person to make a complaint, except where a complaint is found to be malicious or without foundation).

**How do I give feedback or make a complaint?**

Aside from completing this form, there are several ways you can give us feedback or make a complaint:

1. **Speak to the staff member who the feedback or complaint is about**

If you feel comfortable, you can speak with the staff member involved. Often matters can be quickly resolved by talking directly to the person responsible.

1. **Speak to the staff member’s manager**

If you don’t feel comfortable speaking to the staff member involved, you can ask to speak to the person’s manager by phoning (02) 6651 1788 or emailing the manager at [contact@bluesky.org.au](mailto:contact@bluesky.org.au)

1. **Speak to the Chief Executive Officer**

If you don’t feel comfortable speaking to the person’s manager, or if the complaint is about the manager, you can speak to the Chief Executive Officer. You can do this by phoning (02) 6651 1788 or emailing [ruththompson@bluesky.org.au](mailto:ruththompson@bluesky.org.au)

1. **Lodge a written complaint**

You can send us your feedback/complaint in writing by marking it to the attention of the Complaints Officer and:

* emailing it to: [contact@bluesky.org.au](mailto:contact@bluesky.org.au) or
* posting it to: PO Box 799, Coffs Harbour NSW 2450

**Can someone else give feedback or complain on my behalf?**

**Advocates**

If you would feel more comfortable with someone else giving us your feedback or making the complaint you can use an advocate or someone you trust to speak on your behalf. If you would like assistance to find an advocate, please let us know. Some of the advocacy services available are listed on our website at:

<https://bluesky.org.au/contact/feedback-compliments-complaints/>

**Interpreters**

You can use an interpreter to give us feedback or make a complaint. If you need assistance in finding an interpreter, please let us know. Some of the interpreter services available are listed on our website at:

<https://bluesky.org.au/contact/feedback-compliments-complaints/>

**What if I think my complaint hasn’t been dealt with properly?**

If you don’t think your complaint has been dealt with by us properly, you can complain to an objective third party to assist you in resolving the complaint.

You can ask us for a list of external complaints avenues or find these on our website at:

<https://bluesky.org.au/contact/feedback-compliments-complaints/>