

Suggestions and Complaints

Do you want to tell us about a good experience you had with one of our services or someone who works here? Do you have some suggestions about areas for improvement or things that are missing? Do you have a complaint or concern about one of our services? You can make a complaint if you think we didn't comply with law or guidelines; didn't meet appropriate standards of care; put someone's safety at risk; or did something which was unhelpful or upsetting to you or someone you know.

If you're not sure, call us on 02 6230 6999 (office hours) or email to enquiries@everyman.org.au. We'd like to hear from you. We're always looking for ways to do better, and complaints are just as important as appreciation in helping us improve our services. If we could have done something better, your comments are important to us. And you don't have to give your name.

Your Privacy

Sometimes people find it hard to make complaints, feeling embarrassed, afraid that no-one will listen, or anxious about what will happen. If you feel like this, you can give your feedback anonymously - you don't have to identify yourself. We will respond to your comments, however you decide to make them.

To pass on your comments:

- Use our on-line feedback form at www.everyman.org.au/feedback-and-complaints/
- Talk to any of our staff. If they're not the person to deal with your complaint, they will get it to the right place.
- You can discuss your concern in a conversation, in an email or a letter. Phone us on 6230 6999 or visit our office and ask to talk to someone who can deal with a complaint or to get the email address of a staff member.
- Email the Executive Director at admin@everyman.org.au
- You can write directly to our Board of Directors at: CONFIDENTIAL – OPEN ADDRESSEE ONLY

Note: Envelopes not marked CONFIDENTIAL will be read by the Executive Director.

Board of Directors
EveryMan Australia
GPO Box 1753
CANBERRA ACT 2601

Other Resources for complaints handling

If you want to make a complaint to another agency, you can use one of the following:

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| Human Services Registrar: Phone: 6207 5474 Email: quality@act.gov.au Website: http://www.communityservices.act.gov.au/home/quality-complaints-and-regulation | Human Rights Commission: Phone: 6205 2222 Email: human.rights@act.gov.au Website: http://www.hrc.act.gov.au | ACT Ombudsman: Phone: 1300 362 072 Email: ombudsman@ombudsman.gov.au Website: http://ombudsman.act.gov.au |
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| Your details: (If you would prefer not to be identified, you can leave this section blank.) | | |
|---|-------|--|
| Name(s): | | Today's date: |
| Ph: | | Mobile: |
| email: | | |
| Address: | | |
| Reason for feedback: | | |
| <input type="checkbox"/> Positive feedback for an EveryMan program <input type="checkbox"/> Report excellent service by EveryMan staff <input type="checkbox"/> Suggest something to improve or enhance service | | <input type="checkbox"/> Offer constructive criticism <input type="checkbox"/> Make a complaint <input type="checkbox"/> I'm requesting a formal complaint process |
| Other reason: | | |
| Incident details: (If feedback is about a particular incident) | | |
| Time: | Date: | Place: |
| Who was involved? | | |

