

Complaints

What to do if you have a complaint?



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 else acting on our behalf.

How to make a complaint?

Talk to us in person about your complaint if you can. We may be able to resolve your complaint quickly and informally without the need for any further action.

If your complaint is not resolved, or if you are unable to talk to us in person, let us know about your complaint via our website or by phone, email or letter.

We will contact you within 3 working days after we receive your complaint to give you an estimate of the time we need to investigate and resolve your complaint.

We will do our best to resolve your complaint within 10 working days. You can provide us with further information about your complaint at any time during this process.

We will notify you of the outcome of your complaint, including any action to be taken.

If you are not satisfied with the outcome, you may ask for your complaint to be reviewed by The Smith Family's Complaints Manager.

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, submitting it online at www.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

If your complaint relates specifically to a privacy matter, you may also call us on 1800 024 069 or email privacy@thesmithfamily.com.au.

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 request for a review by emailing complaints@thesmithfamily.com.au within 7 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 seeking a review of the complaints process. You can expect to be treated fairly throughout and ongoing. We ask that you treat our team with the same fairness and respect.

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 may disclose the information you give us to a person named in the complaint so that they may respond. If necessary, to investigate your complaint, we may also disclose your information to other people or organisations who have information relevant to your complaint. If you have concerns about how the information may be disclosed to persons outside our organisation, please let us know at the time you make the complaint so we may take appropriate steps to manage those disclosures and your privacy.

Our Privacy Policy is available at 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 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 3 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 contact you to let you know our expected timeframe.

For further information, please contact us on 1800 024 069