

## Complaints Handling Policy

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| Document Name                     | Complaints Handling                         |
| Document Type                     | Policy                                      |
| Group to whom this policy applies | Public                                      |
| Access                            | Via BEING – Mental Health Consumers website |
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| Approved by                       | Priscilla Brice                             |

We value complaints as they help us to improve our products, services and public facing work.

BEING is committed to consistent, fair and confidential complaint handling and to resolving complaints as quickly as possible. We aim to make it easy for people to make a complaint if they are dissatisfied and we will treat all persons making a complaint equally.

Please note that this policy does not apply to BEING members. If you are a BEING member, please refer to our Constitution.

### 1. Definition of a complaint

Complaints are defined as any expression of dissatisfaction or grievance made to BEING by a member of the public in relation to our business, our products, our services, or our staff or directors.

### 2. Where can I make a complaint?

- By completing the contact form on our website
- By telephoning us on 1300 234 640
- By writing to us at 108 Cathedral Street, Woolloomooloo NSW 2011
- By emailing us at [info@being.org.au](mailto:info@being.org.au).

### 3. What information should I provide, and what happens to it?

To help us investigate your complaint quickly and efficiently, we will ask you for the following information:

- Your name and contact details
- The nature of the complaint
- Details of any steps you have already taken to resolve the complaint

- Details of conversations you may have had with us that may be relevant to your complaint
- Copies of any documentation which supports your complaint.

We record all verbal and written complaints. This assists our team to monitor feedback in order to identify ongoing trends and continuously improve our processes and service.

All of your private information will be held confidentially and in accordance with our [privacy policy](#).

#### **4. Anonymous complaints**

The subject of any complaint will generally be given an opportunity to know the details associated with a complaint and have a right to reply in accordance with principles of procedural fairness.

If you make an anonymous complaint, we may be limited to the extent that we can investigate it.

#### **5. What happens to my complaint next?**

BEING is committed to being responsive to your needs and to resolving your complaint as quickly as possible.

We will acknowledge receipt of your complaint within 24 to 72 hours, and will strive to resolve all complaints within 14 days.

Wherever possible, we will aim to resolve your complaint at the first point of contact, with as little formality as possible.

If we're unable to resolve your complaint immediately, we'll give you a timeframe, a contact person and details of our complaint handling process. We may need to contact you to clarify details or request additional information where necessary.

#### **6. How will you keep me informed on progress and outcomes?**

We'll make contact regularly to update you on the progress of your complaint, especially if there are any delays or changes to what we have previously communicated.

We'll also give you feedback on any changes to our products, services or processes that occur as a result of your complaint.

Where appropriate, after we resolve your complaint, we may contact you at a later date to seek your feedback on how it was handled.

#### **7. Withdrawing a complaint**

You can withdraw a complaint at any time by notifying us. However, we may need to proceed in certain circumstances even if you have withdrawn your complaint.

## **8. What if I'm unhappy with the proposed resolution?**

If your complaint cannot be resolved through the above process, it will be referred to BEING management, and you will be informed and provided with an amended timeframe for resolution.

## **9. Do you review your complaint handling policy and procedures?**

BEING is committed to continuous improvement and we review this policy and process regularly and update it as required.

## **10. Documentation**

All complaints, outcomes, and related documents will be recorded in our system.

| <b>Version number</b> | <b>Purpose/Change</b> | <b>Author</b> | <b>Date</b> |
|-----------------------|-----------------------|---------------|-------------|
| 1.0                   | Final version         | Claire Bibby  | 08/05/2023  |

## Appendix 1

### COMPLAINT FORM

*This form is to be read in conjunction with the Complaints Handling Policy.*

| DETAILS OF THE COMPLAINANT                               |                                  |                             |
|--|----------------------------------|-----------------------------|
| <b>Full name of the person who lodges the complaint:</b> | Click or tap here to enter text. |                             |
| <b>Email address:</b>                                    | Click or tap here to enter text. |                             |
| <b>Telephone number:</b>                                 | Click or tap here to enter text. |                             |
| <b>Are you allowing us to contact you?</b>               | Yes <input type="checkbox"/>     | No <input type="checkbox"/> |

*Please provide us with as much information as possible*

| DETAILS/ PARTICULARS OF THE COMPLAINT<br>(e.g. who, what, when, where and how) |
|--|
| Click or tap here to enter text.   |

*Please list any attachments (if there are any) with this form.*

**DOCUMENTS ATTACHED TO THIS FORM**

Click or tap here to enter text.

**DECLARATION**

**I declare that the information provided in this complaint form is true and correct.**

**Signature:** Click or tap here to enter text.

**Full name:** Click or tap here to enter text.

**Date:** Click or tap here to enter text.

*Email this form to [info@being.org.au](mailto:info@being.org.au)*