

You can also contact other organisations to discuss problems with the Deaf Society's services. For example:

Complaints Resolution and Referral Service

Ph: 1800 880 052
TTY: 1800 301 130

Email: crrs@workfocus.com

National Training Complaints Hotline

Ph: 13 38 73

The Office of Fair Trading

Ph: 13 32 20
TTY: 1300 723 404

Ability Incorporated Advocacy Service

Ph: 1800 657 961
Email: admin@abilityincorporated.org.au

The Office of the Privacy Commissioner

Ph: 1300 363 992
TTY: 1300 133 677
Email: enquiries@oaic.gov.au

The Australian Human Rights Commission

Ph: 1300 656 419
TTY: 1800 620 241
Email: infoservice@humanrights.gov.au

NSW Ombudsman

Ph: 1800 451 524
TTY: 02 9264 8050.
Email: nswombo@ombo.nsw.gov.au
Web: www.ombo.nsw.gov.au

Your comments (continued):

How can we improve/fix the problem?

Do you want a reply?

Yes

No

Signed: _____

Date: / /
 day month year

Please post this form to us or drop it off at your nearest Deaf Society office.

The Deaf Society

Level 4, 69 Phillip Street, Parramatta NSW 2150
(entry via Horwood Place)

PO Box 1300, Parramatta NSW 2124

Email: info@deafsociety.com

Ph: (02) 8833 3600

SMS: 0427 741 420

Skype: [deafsocietyofnsw](https://www.skype.com/people/deafsocietyofnsw)

RTO: 91243



We want your ideas!



How to give feedback or make a complaint about the Deaf Society, our services or our staff.

www.deafsocietynsw.org.au

What is feedback?

Feedback can be:

- a compliment (congratulating someone)
- a comment
- telling us about a problem, or
- suggesting an improvement

If you give us a compliment, we may send it to staff so they are encouraged, or use it to promote our services (without your name, of course). If you tell us about a problem, we will try to fix the problem as soon as we can.

What is a complaint?

A complaint is when you tell us anything you think is not fair or that makes you unhappy with our services. Complaints are more formal than feedback.

You can make a complaints by meeting with a staff member who will write the complaint down. You can express a preference for who you wish to meet with, this could be a Manager or the CEO. Or you can write us a letter, or send us a video explaining the problem in Auslan. We will carefully check what happened, research the problem and let you know what we have found within 14 days. If we need more time we will let you know why, and when we will respond to you.

If you make a complaint, make sure you tell us:

- your contact details
- what the problem is, and
- suggested solution

Why does the Deaf Society want feedback?

The Deaf Society wants to provide very good services. We need your ideas to help us do our best work. You can help by giving us feedback or making a complaint.

Can I make a complaint straight away?

It is a good idea to give feedback before you make a complaint, but you can make a complaint straight away if you prefer.

Will anything bad happen if I make a complaint?

We will not put you down or ignore you if you give us feedback or make a complaint.

Can someone help me make a complaint?

You can have someone support you to give feedback or make a complaint. They can be:

- from the Deaf Society
- a friend, or
- a person from another organisation

Do I have to give you my name?

You don't have to give your name or contact details. If you do not give your name and contact details then we won't be able to reply, and we may not be able to follow up or investigate fully.

Who will know about my complaint?

All complaints are private. We only give your information to people who need to know it in order to fix the problem.

What if I'm not happy with the answer?

You can appeal by contacting us and asking us to review the decision. You can also contact other organisations to complain about a problem with our services (see over).

Do you keep records of feedback and complaints?

Yes, we keep records so that we can improve our services and also because we have to keep records under law. Our records are secure and confidential. You can read our Privacy Policy on our website at: deafsociety.org.au/about/page/policies.

Our staff are happy to help you give feedback and make a complaint.

I want to:

- Give a compliment (congratulate someone)
- Make a comment
- Report a problem
- Suggest an improvement
- OR**
- Make a complaint

Today's date: _____

Your contact details:

Name: _____

Address: _____

Ph/SMS: _____

Email: _____

Your comments:

