

Making a complaint

Hobart City Mission is committed to providing high quality services to those in need, but sometimes we get it wrong. You can let us know where we have made a mistake by making a complaint.

Hobart City Mission takes all complaints very seriously, and welcomes them as an opportunity to improve the services we provide.

This brochure informs you of how you can make a complaint, and what to expect when you make a complaint.

What can I make a complaint about?

You have a right to complain to Hobart City Mission regarding any incident or issue that occurs during the delivery of our services, or in connection with our services.

Your rights

We are committed to upholding your rights as a service user, including the right to:

- Be free from any reprisal following a complaint, such as any change to, or cancellation of, services
- Be supported to report your complaint to any external body if you are not satisfied with the way we respond to a complaint
- Be involved in decisions related to resolving a complaint
- Have your privacy and confidentiality protected
- Remain anonymous if you choose.

How to make a complaint

You can submit a complaint by:

- speaking to the person or by writing a letter to the staff member you were with at the time, to the Team Leader, or to the Management;
- phoning on 6215 4200;
- writing and sending it to 50 Barrack St, Hobart, TAS 7000;
- emailing to info@hobartcitymission.org.au or ndis@hobartcitymission.org.au;
- you can make complaint anonymously if you don't want to be identified; or
- by completing a **complaint submission form**.

Our complaints procedure

- Team Leader will discuss with you (and/or your family/carer/advocate) all the details of the complaint, including the outcomes you would like to see

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- You will receive an acknowledgement of the complaint which will include the expected timeframe for your complaint to be resolved (if necessary)
 - If appropriate, we will investigate the circumstances surrounding your complaint
 - You will receive information on the outcomes of your complaint and be given the chance to ask for a review or refer the complaint to any external body
 - We will use your complaint to review our systems, policies and procedures to improve our services.

Our obligations

For all complaints made to us we will:

- Treat all complainants with dignity and respect
- Attempt to resolve the issue to the best outcome for all parties, must begin within 10 business days
- The Business Unit Manager will further investigate and prepare a response to the complainant and a report for the CEO of Hobart City Mission within 28 days of receipt of the complaint, where practical
- Keep you informed of developments regarding your complaint
- Maintain records regarding your complaint
- Provide support to access translation, advocacy, or other support services where appropriate
- Report any breaches of legislation to the relevant authority

Some complaints can be resolved on the spot; however, others may require an investigation which can take time.

Hobart City Mission will endeavour to resolve complaints as soon as we can, and keep you informed of the process.