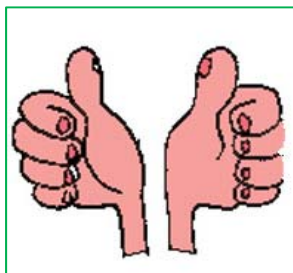


Whether it's about something that is working 😊 or not working 😞, you are important and we want to know what you think. It's ok to provide praise about something that is working well or to complain when something is not working well.



Complaints and praise help Sunnyfield keep getting better and better!

You will never be treated differently because you have complained or given praise.

We'd like you to give us your details when you tell us what you think, so we can tell you what our response is. But you don't have to. Rest assured we will still take what you have said on board, but if we don't have your details, we won't be able to tell you what we have done about it.

What is a complaint? Another way to think of it is: What can I complain about?

Complaints can be about:	Praise can be about:
✓ Anything that you are not happy about	✓ Anything you are really happy about
✓ The way your services are provided to you	✓ The way your services are provided to you
✓ Any changes to your service that you haven't been told about	✓ Times where Sunnyfield has communicated well with you
✓ If someone doesn't treat you the way that you want to be treated	✓ When someone treats you in a way that makes you feel happy and respected
✓ If anyone is hurting or bullying you	✓ If Sunnyfield has helped you achieve a goal or dream

If there are things you like about Sunnyfield and want to **congratulate** us on, please tell us these things too, so that we can keep doing them.

You can get support to tell us what you think



You can have a friend, family member, advocate or staff member support you when make a complain about or congratulate Sunnyfield.

Its important to find someone you can trust.

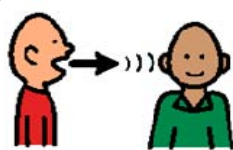
Complaints are private



Anything you say will be treated confidentially.

People who don't need to know won't be told about it.

How do I make a complaint or give praise?



Tell someone as soon as you can
If you want to, talk about it at your house, work or service meetings
OR



Call us anytime on 8977 8899 (this is our feedback line and it is checked regularly)
OR



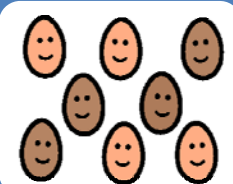
Write it down on a praise and complaints form (a staff member can help you get one)
Give it to a staff member or send it to
CEO PO Box 886 Brookvale NSW 2100
OR



Email: feedback@sunnyfield.org.au, or
Contact us through our website <http://sunnyfield.tolemydigital.com.au/contact.html>
OR



Make a disclosure to STOPline (Sunnyfield's independent and confidential whistleblower service)
Telephone: 1300 30 45 50
Email: sunnyfield@stopline.com.au
Mail: Sunnyfield c/o STOPline, Locked Bag 8, Hawthorn, Victoria Australia 3122



Helpful information to give us when making a complaint or giving praise:
Your details
Specific facts and all relevant information
Your desired outcome
Anything else you have tried to resolve a complaint (if applicable)
How you would like to be communicated with and updated

! **Remember:** If you are a staff member and you have a complaint specifically about your employment, you should use the procedures for [Employee Complaints](#). These will be confidentially investigated and you will be supported.

!

What happens after you've made a complaint or given praise?



Praise: We will acknowledge your comments and let the relevant people know so that we can keep doing the things that are working.



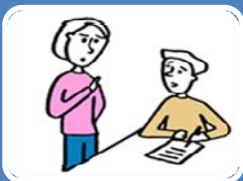
Informal Complaint: If possible a staff member will address your concerns right away.



Formal Complaint: If your complaint can't be resolved the way you want or is more serious, you can take it further if you want to. We will support you to do this.



Every complaint will be looked into and responded on an individual basis and in a specified timeframe.



We will document your formal complaint and keep track of what action we are taking. We will keep you regularly informed.



If your complaint relates to alleged abuse or assault, the Response Team may also be contacted.

If you want to you can also speak to a General Manager or the Chief Executive Officer about your complaint at any time.



External help: You can also speak to the Ombudsman or relevant government department or an advocate etc. if you are not happy with how Sunnyfield has responded.

What do I do to respond to complaints or praise?

If someone gives feedback or makes a complaint to you:

- ✓ Listen carefully, and do not interrupt
- ✓ Empathise and acknowledge feelings
- ✓ Summarise the issues being raised and ask questions to clarify
- ✓ Find out what they would like to happen
- ✓ Apologise in some way (if appropriate)
- ✓ Resolve the complaint if possible, or plan further action
- ✓ Explain to them what will happen
- ✓ Thank them for their thoughts
- ✓ Follow up by making sure that the complaint is acknowledged in writing
- ✓ Keep accurate and detailed records: include peoples' full names, contact details, dates, places etc. and make sure records are kept in the right way.

Training: Receiving a complaint can be difficult. All staff have the right to receive training in how to respond to complaints and praise. If you have any questions about 'responding to complaints and praise' training, speak with your manager or the People & Culture team. The [How to Communicate Well Procedures](#) on SharePoint also have some great tips to help.

Support for the person a complaint refers to: If someone has made a complaint about you, you are also entitled to support. Speak to your manager or the People & Culture team about getting a support person, and understanding your rights to respond. You should also refer to Sunnyfield's [disciplinary procedures](#) which outline everyone's rights during such situations.

Following the process: If someone makes a complaint or gives praise to you, or you are tasked to respond to a complaint or praise, use flowchart on the next page. It explains all the steps you need to follow. Complaints are a type of incident, and recorded and managed through Sunnyfield's Incident Management process. There is lots of information in the [Incident Management Procedures](#) about how to best assess risk levels and root causes that may also help you.

What do I do if someone makes a complaint to me or I am responding to a complaint or feedback?

CONGRATULATIONS

1. **Praise:** If you receive congratulations about our services, you should let the relevant people know in writing. You can do this by passing on any Complaints and congratulations forms/letters /emails or recording/transcribing oral congratulations in an email and sending it to the person or team it refers to.
2. CC in your R&C representative (if the feedback is significant they may report it in the quarterly R&C report).
3. The congratulations email/ form/letter etc. is then to be forwarded to the appropriate divisional personal assistant or staff member for filing.

COMPLAINTS

1. **Complaint:** Whoever receives the complaint (not congratulations) fills in an incident report. Tick the complaints box for the 'incident type'.
2. If a complaint comes through the feedback line, or goes directly to the Office of the CEO then the Office of the CEO will email the relevant manager with the details. The manager will then fill in the incident form.
Any messages left on the feedback line must be transcribed into a word document, along with the complainants details and the date and time. This document should be saved with the Complainants name and date in the title, and then emailed to the relevant manager. The manager should attach this email to the incident form when they fill it out.
3. **Complaints must be acknowledged to the complainant in writing within 5 days of being received. You can use the 'letter template acknowledging a formal complaint' on SharePoint to help.**

INCIDENT MANAGEMENT PROCESS

Follow the normal incident management process like you would for any incident. Use the [incident management procedures](#) if you need to.

Remember to be fair, respectful and solutions-focussed.

HINTS FOR STAFF

The kind of actions that will need to be included in a complaint incident will include:

- * acknowledging and thanking the complainant in writing (& apologising if appropriate),
- * agreeing on timeframes and documenting dates when the complainant is to be updated on how an investigation is going or what has been done,
- * providing the right support to staff to whom the complaint refers (if relevant),
- * advising other relevant parties such as the General Manager, CEO etc.
- * making sure complaints are kept confidential/'need to know' and the right records are kept

REPORTING AND ANALYSIS

Complaints and incidents are reported together in Sunnyfield's compliance reporting. Monthly statistics will be provided to the Leadership Team and CEO.

High level complaints (like high level incidents) will also be included in CEO and Board reporting. R&C reporting on statistics and trends will support LT, CEO and Board discussions regarding complaints.

Complaints and Incidents are recorded on divisional databases, accessible by the Office of the CEO and key divisional staff.

PRAISE AND COMPLAINTS FORM

This form is for you to let us know if you have any praise or complaints about Sunnyfield and its services. We see this as an opportunity to keep getting better.

We'd like you to give us your details when you tell us what you think, so we can tell you what our response is. But you don't have to. Rest assured we will still take what you have said on board, but we won't be able to tell you what we have done about it if we don't have your details!

We will treat your information as confidential and take action respectfully and fairly in an agreed timeframe, and we will never treat you differently because of what you have told us.

Your details

Name:

Phone:

Email:

Address:

Details of any other people involved

Name:

Phone:

Email:

Address:

What is your praise (if applicable)? (please attach more pages if needed)

What is your complaint (if applicable)? (please attach more pages if needed)

What is the desired outcome?

What have you tried to resolve the complaint (if applicable)?

Received by:

Note for staff only: This form is only to be filled out by someone making a complaint or giving praise. If you are a staff member receiving a complaint you need to fill in an *incident report*. If you are a staff member receiving praise, you just need to pass it on in writing to the person it relates to.