

Complaints Handling Policy (Professional Standards)

Easy English – 2023



The Congregation of the Sisters of the Good Samaritan wrote this policy.

When we say **we** it means the Congregation of the Sisters of the Good Samaritan.

What is a complaint?



A complaint is when a problem is happening, and someone may feel **unsafe** and may have been or is being **hurt**.

Complaints are important for us to know what we are doing **well** and what we are doing **badly**.



When we hear your complaint, we will act to make sure **you are safe**.

What are the types of complaints this policy refers to?



- Disclosure of abuse
- Inappropriate behaviour around children and adults at risk
- Suspicion of abuse or harm to a child or adult
- A breach of our Code of Practice

Your rights



We will make sure that:

- we **listen** to your complaint and treat it **fairly**;
- your complaint is taken **seriously**;
- we handle complaints **quickly**;
- we respond **honestly**;
- you are given **help** if you need it when making the complaint and after making the complaint;
- you feel safe to **ask questions** about the complaint;
- you feel safe to make a complaint and are **not** made to **feel upset** by others;
- we will ensure all legal **reporting** obligations are done.



How to make a complaint

Write down or ask someone else to write down on your behalf what has happened so that you can remember clearly. Include your **name** and **contact details**.



Or you can ask someone else who is a trusted person to **speak** on your behalf.

Who to make a complaint to



Complaints can be made by:

- Website (online form)
<https://www.goodsams.org.au/contact/contact-us/>
- Phone - +61 2 8752 5314
- Email – safeguarding@goodsams.org.au
- Letter – PO Box 1076, Glebe NSW 2037, Australia



Managing complaints

- We will respond to your complaint within 48 hours;
- we will address the complaint in a trauma-informed and person centred approach;
- we will ensure the correct person manages your complaint;



- we will apologise when things have gone wrong;
- we will provide pastoral support if you consider this appropriate;
- we will work in cooperation with external authorities, if required to do so;
- throughout the process, we will keep you informed;
- immediate contact with Police will occur if in danger of significant harm and/or a crime has happened.



Review

Through talking with us you will **help us to understand** what we have **done wrong**.

You will help us to **act** to keep children and adults **safe**.