

Do you have a complaint?

Foundation House is committed to providing high quality services and meeting your needs. We value your feedback, including complaints. We can always improve and we will listen to and learn from our clients and service users.

We take complaints seriously and aim to resolve them quickly and fairly.

What can you complain about?

You can complain about any aspect of the service we provide. For example, you may:

- be dissatisfied with a service you have received
- be dissatisfied with the behaviour or attitude of a Foundation House staff member
- believe there has been a breach in confidentiality

How do you complain?

You may complain in person, over the telephone, or in writing.

You may like to start by discussing your complaint with one of our staff members.

If your complaint cannot be satisfactorily resolved through discussion, you can complete the form over the page. You can ask someone to help you complete the form – this can be a Foundation House staff member.

A parent/guardian can use this form to make a complaint in relation to their child.

Please return the form in person or by post, fax or email to:

- Post: Foundation House, 4 Gardiner St, Brunswick VIC 3056
- Email: info@foundationhouse.org.au
- Fax: 03 9277 7871

What happens if you make a complaint?

We are committed to listening to you and responding to your concerns. When handling complaints we will:

- provide information that is helpful, accurate, and easy to understand
- be courteous and considerate in our communication
- promptly refer requests to the appropriate person
- respond to requests within a reasonable time
- keep you informed of progress or delays in investigating your complaint

What happens after you lodge the complaint form?

We will investigate and respond to your complaint within a reasonable period and generally within 30 days. We may need to ask you for more information and we may propose a resolution to your complaint.

Do you need to give your name?

No, but if you would like to hear back from us we need your name and contact information. Depending on the nature of your complaint, if you don't tell us your name we may not be able to fully investigate your complaint.

What if you are not satisfied with the response to your complaint?

If you are not satisfied with our response, at any stage, you can contact the Australian Information Commissioner (for privacy-related complaints) or the Victorian Health Services Commissioner (for complaints related to provision of health services and handling of health information):

Australian Information Commissioner

Phone: 1300 363 992

Post: GPO Box 5218, Sydney NSW 2001

Online form: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint> Free interpreter access.

Phone 131 450 and ask them to call us.

Victorian Health Complaints Commissioner

Phone: 1300 582 113

Post: Level 26, 570 Bourke Street, Melbourne VIC 3000

Online form: <https://hcc.vic.gov.au/make-complaint>



Free interpreter access.

Phone 131 450 and ask them to call us.

DATE COMPLAINT MADE:

COMPLAINT IS ABOUT:

Foundation House site

Location: _____

Staff member attitude/behaviour

Name: _____

Service used:

Specify: _____

Other

1. COMPLAINT DETAILS

Please provide details of your complaint, including where any events took place, approximate dates, who was involved etc. Please attach additional pages if needed.

2. Your details (if you would like to hear back from us in response to your complaint)

Please note, if you wish to remain anonymous we may not be able to fully investigate your complaint. Only complete your preferred method of contact (address, phone or email).

FAMILY NAME		GIVEN NAME/S	
GENDER			
<input type="checkbox"/> Female		<input type="checkbox"/> Male	
STREET ADDRESS			
SUBURB		STATE	POSTCODE
EMAIL			
TELEPHONE		MOBILE	
INTERPRETER REQUIRED?		IF YES, PREFERRED LANGUAGE	IF YES, GENDER PREFERENCE FOR INTERPRETER?
<input type="checkbox"/> YES <input type="checkbox"/> NO			<input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> No preference

Privacy Statement

Foundation House is committed to protecting your privacy. We collect and handle personal information that you provide on this form for the purpose of investigating and responding to your complaint.

Foundation House will only use your information in accordance with relevant privacy and other laws and our privacy policy, which is at www.foundationhouse.org.au.