



## SAMSN Feedback & Complaints Policy

**Purpose:** To add to the website to inform members and the general public that SAMSN has a Complaints Policy and how to make a complaint or give feedback.

### Feedback, Suggestions and Complaints

SAMSN welcomes both positive and negative feedback and suggestions from our service users.

SAMSN is committed to being open and responsive to your feedback, taking your complaint seriously and seeking to ensure your well-being in any process of addressing the issues raised. If you wish you can do this anonymously.

Most feedback, suggestions or complaints can be heard and responded to promptly by speaking with the person concerned or with the management of SAMSN. This can be done by email, over the phone, face to face or in writing. Should you be unhappy with the response after consultation with SAMSN staff or management, you do have the option of taking the matter further.

SAMSN also has a policy on complaints that can be made available to you.

You can expect SAMSN to:

- Listen to you and treat you with respect
- Provide timely responses to your questions or concerns
- Be mindful of your safety and privacy
- Try to resolve your complaint
- Advise you about SAMSN procedures for resolving any complaints
- Provide advice about other internal and external review options, where appropriate

To give feedback or make a complaint, please contact SAMSN in one of the following ways:

[support@samsn.org.au](mailto:support@samsn.org.au)

02 8355 3711

<https://www.samsn.org.au/contact-us/>