



Support Act values your feedback and complaints. Complaints are an important way for us to improve our service. When you make a complaint or provide feedback, it will not adversely affect your use or engagement with our service.

How to make a complaint to Support Act

If you are a Service User of our crisis relief program, it is important to understand your rights and responsibilities of accessing our programs, as outlined [here](#).

Step 1: Speak with your Social Worker or another Support Act staff member as soon as possible. We may be able to resolve the issue immediately.

Step 2: If your complaint isn't resolved, contact us via the [online contact form](#) or via support@supportact.org.au

Support Act staff can also take complaints over the phone if you can't do this online on 1300 731 303

If you need an interpreter, this can be arranged. Please let us know if you need any assistance.

In order for us to discuss, investigate and resolve your complaint as quickly as possible, please provide the following:

- Your concerns or issues
- any steps you have taken to try to resolve them
- any evidence to support your complaint
- the outcome you would like
- if your complaint is urgent and if so, explain why
- your contact details – if you make an anonymous complaint, we may not be able to fully resolve it.

Can someone else make a complaint on my behalf?

Yes, but we will usually need your written authority to speak to them.

When investigating your complaint, we will endeavour to protect your privacy as much as possible. However, we may need to disclose information so the issue can be resolved or if we identify a need to do so.

Please see the [Support Act Privacy Policy](#)

What happens next?

When your complaint is received you will be contacted by the person handling the complaint within two business days.

If you have not been contacted within this timeframe, please let us know by emailing support@supportact.org.au

While we aim to finalise complaints as soon as possible, this can depend on the complexity of the issues. We will keep you in touch with you with how this is progressing.

We will then send you a written response to your complaint and explain the reasons for our decision.

What if I am not satisfied with the outcome?

If you're dissatisfied with the response or how your complaint was managed, you can ask for an internal review.

When requesting a review, clearly outline why a review is necessary. You can use the following as a guide:

- Why are you requesting a review?
- What are the specific reasons you are unhappy with the outcome?
- Do you have additional information or evidence to support your complaint, that you have not already provided (include evidence)?
- What would resolve your complaint?

I'm still not happy with the outcome, what do I do?

If you are not satisfied with the review response you have the right to take your complaint to the [Australian Charities and Not for Profits Commission](#).

Please note that we are committed to being accessible and responsive to all people who approach us with feedback or complaints.

At the same time our success depends on:

- our ability to do our work and perform our functions in the most effective and efficient way possible
- the health, safety and security of our staff, and
- our ability to allocate our resources fairly across all the complaints we receive.

When people behave unreasonably in their dealings with us, their conduct can significantly affect the progress and efficiency of our work. As a result, we will take proactive and decisive action to manage any conduct that negatively and unreasonably affects us and will support our staff to do the same in accordance with this policy.