

FEEDBACK AND COMPLAINTS POLICY

WE VALUE FEEDBACK AND COMPLAINTS

SANE encourages and actively seeks feedback from service users, advocates, employees, members of the public or any other entity.

We welcome your comments and suggestions for improvement, and we will always treat your complaints seriously. All feedback and complaints that are raised will be addressed in a way that ensures access, equity, fairness, accountability and transparency.

Your feedback and complaints are an integral part of quality improvement and a valuable resource for evaluating strengths and weaknesses in new and existing policies, systems, and services at SANE.

Every item of feedback we receive is read, summarised and analysed and, where appropriate, fed into our continuous improvement processes.

You can download our Feedback and Complaints Policy document [here](#).

PROVIDE FEEDBACK OR MAKE A COMPLAINT

We welcome all types of feedback

You can comment on anything you think is appropriate for us to know. We welcome compliments and suggestions, of course, but just as important to us are complaints and criticisms - [learn why It's OK to Complain!](#)

We acknowledge any feedback promptly and complaints go into a system of investigation and response. If you make a complaint, know that SANE will take the matter seriously and treat you with dignity, respect and confidentiality.

Anonymous feedback and use of pseudonyms

Anyone providing feedback is entitled to remain anonymous or use a pseudonym if they wish. Although anonymous feedback is sometimes harder to investigate and respond to and may limit what we can do, we will always treat anonymous complaints seriously.

We sometimes use feedback quotes from stakeholders in our publications, newsletters and marketing material, and for training and quality assurance. We do this in a way that protects the identity of the speaker or, if this is not possible or appropriate, with their permission.

There are several ways to share your feedback or make a complaint:

1. Fill out the feedback and complaints form below:
2. Send us an email to This email address is being protected from spambots. You need JavaScript enabled to view it.
3. Write us a letter: SANE, PO Box 1226, Carlton, VIC 3053
4. Take part in a satisfaction survey or program evaluation run by SANE or one of our partner organisations.

If you need support in providing feedback or making a complaint, SANE staff can assist via our helpline on 1800 187 263.

Similarly, you can appoint a third party to make a complaint or give feedback on your behalf, and we can respond to you through them, provided you give them the appropriate written authority.

* Required field

What program or part of SANE does your feedback or complaint relate to?*

Select ▼ Please select which area of SANE your feedback or complaint is about.

If other, please specify

Invalid Input

Name*

Please enter your name.

Email*

Please enter your email address.

Phone*

Please enter your phone number.

Please provide as much detail as you can about your Feedback or Complaint*

Please enter your feedback or complaint.

Do you need a response or is your feedback for information only (select one)?*

Select ▼ Please let us know if you'd like a response.

Do you have a suggestion, solution or idea in relation to your feedback or complaint?

Invalid Input

What resolution are you seeking?

Invalid Input

Submit

HOW SANE MANAGES FEEDBACK AND COMPLAINTS

Your feedback or complaint goes to SANE's Quality and Clinical Governance Team, who are responsible for overseeing the feedback and complaints management process and monitoring the feedback email inbox.

The action they take will depend on what type of comment it is. Most feedback is positive or constructive, asking for no response or action; in this case, we will thank you for your comment and record it.

Local complaints are those which ask for a response and are relevant to a single service area within SANE. Usually, these will be investigated and resolved quickly within the service area.

Complex complaints involve various departments or service areas in SANE and tend to be more serious. We may refer the complaint to an external agency for management or

commission an independent investigation. Some complaints can involve the oversight and management of SANE's CEO.

Responding to complaints

Within two working days after receiving the complaint, we will contact you, acknowledging our receipt of the complaint and setting out how we will respond to the issue raised.

If action has been requested, we will investigate the issue and decide on what actions we will take.

When required under legislation, we will also advise relevant government departments and external agencies of the matter.

Once we've completed our investigation and within 28 days of our acknowledging your complaint, we will tell you in writing how we investigated the issue and what the outcome is.

If SANE cannot resolve the issue within this time, we will tell you the reasons for the delay and give you a revised timeframe.

If after our investigation your complaint is substantiated, we will tell you what we have done or will do to fix the issue. The appropriate SANE staff member will apologise to you.

If after our investigation your complaint is **not** substantiated, you will be told why and given information about other avenues for action.

Reviewing complaints

Anyone can appeal directly to SANE's Chief Executive Officer if you are not satisfied by the outcome or the action we have taken. Write to the CEO via This email address is being protected from spambots. You need JavaScript enabled to view it. or at: SANE, PO Box 1226, Carlton VIC 3053.

The Chief Executive Officer will investigate and respond to you within 28 days after receiving the request for appeal.

Other avenues of complaints

If you are dissatisfied with the outcome, you can take your complaint to the government health complaints body in your state or territory.

Australian Capital Territory

Health Services Commission

Website: hrc.act.gov.au/complaints/

New South Wales

Health Care Complaints Commission

Website: hccc.nsw.gov.au/health-consumers

Email: This email address is being protected from spambots. You need JavaScript enabled to view it.

Northern Territory

Health and Community Services Complaints Commission

Website: hsc.nt.gov.au

Email: This email address is being protected from spambots. You need JavaScript enabled to view it.

Queensland

Office of the Health Ombudsman

Website: oho.qld.gov.au

South Australia

Health and Community Services Complaints Commissioner

Website: hsc.sa.gov.au

Phone: 1800 232 007

Email: This email address is being protected from spambots. You need JavaScript enabled to view it.

Tasmania

Health Complaints Commissioner

Website: healthcomplaints.tas.gov.au

Phone: 1800 001 170

Email: This email address is being protected from spambots. You need JavaScript enabled to view it.

Victoria

Health Complaints Commission

Website: hcc.vic.gov.au

Phone: 1300 582 113

Mental Health Complaints Commission

Website: mhcc.vic.gov.au

Phone: 1800 246 054

Email: This email address is being protected from spambots. You need JavaScript enabled to view it.

Western Australia

Health and Disability Services Complaints Office

Website: hadsco.wa.gov.au

Phone: 1800 813 583

Email: This email address is being protected from spambots. You need JavaScript enabled to view it.

Download our Feedback and Complaints Policy

[Feedback and Complaints Policy](#)

[Easy Read Version](#)