

## COMPLAINTS

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### What will we do:

- Listen to and value your feedback
- Keep the matter confidential and respect your privacy (only people directly involved in the resolution will be informed of the complaint)
- Document your complaint
- Work with you to access the most appropriate way to resolve the problem
- We will ask you to consider the outcome you would like and we will try to provide it
- Provide an opportunity to those involved in the complaint to present their views
- Use an interpreting service if necessary
- Provide you with updates throughout the process
- Advise you of the outcome
- Inform you of strategies we have devised to improve our services as a result

## Timeframe in Responding to your Complaint

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Formal complaints are acknowledged by email, phone or in person within 2 working days.

The acknowledgment provides contact details for the person who is handling the complaint, how the complaint will be dealt with and how long it is expected to take.

If a complaint raises issues that require notification or consultation with an external body, the notification or consultation will occur within three days of those issues being identified.

Formal complaints are investigated and resolved within 10 –35 days [as appropriate].

If the complaint is not resolved within 20 days, the complainant and staff who are directly involved in the complaint will be provided with an update.



**JUNO**

## Feedback and Complaints

**Juno**

P.O Box 8177, Northland Centre  
VIC 3072

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Fax (03) 8692 2029

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<http://www.juno.org.au>

ABN 53 578 663 810



## Feedback and Complaints

### Juno welcomes your feedback, both positive and negative.

By providing feedback you can:

- make us aware of a problem that we don't know about;
- provide us with an opportunity to rectify the issue; and
- help us to consider ways to prevent the problem from happening again.

If you have questions, concerns or a complaint it is a good idea to first try and discuss your concerns directly with the staff member to see if they can work with you to resolve these.

### What can I provide feedback or make a complaint about?

- A service that was provided
- A service that was not provided and which you believe you were entitled to receive
- How you were treated by a Juno worker
- Juno's policies or procedures

### Who do I contact to provide feedback or make a complaint?

In the first instance you should discuss your concern with your Support Worker or Coach. If you feel the issue has not been addressed, then raise the issue with the Program Manager via phone or email.

### What if the complaint is not resolved by these discussions?

- You may phone the CEO at Juno using the contact details on the front of this brochure or via email [ceo@juno.org.au](mailto:ceo@juno.org.au)
- Ensure you label your correspondence as 'Confidential'.
- The matter will be referred to the CEO for further investigation and action.

If you are still not satisfied with the outcome the matter can be referred to the Chairperson of Juno's Board of Management at your request.

### What do I say?

Provide as much relevant information in your complaint as possible, such as the date, time, event and names of staff involved, and how the problem has affected you.

## Advocacy and Support

You have the right to involve an advocate of your choice. This can be a family member, friend or someone from an outside agency. Please let us know if you need an interpreter to help you to provide feedback or make a complaint.

### Advocacy Organisations include:

#### Homelessness Advocacy Services (HAS)

Ph: 1800 066 256

Address: 2 Stanley Street, Collingwood 3066

Website: <http://chp.org.au/services/has/>

#### Victorian Equal Opportunity and Human Rights Commission

Ph. 1300 292 153

Address: Level 3

204 Lygon Street, Carlton 3053

Website:

[www.humanrightscommission.vic.gov.au/](http://www.humanrightscommission.vic.gov.au/)

#### Office of the Public Advocate

Ph: 1300 309 337

Address: Level 1

204 Lygon Street, Carlton 3053

Website: [www.publicadvocate.vic.gov.au/](http://www.publicadvocate.vic.gov.au/)