

Confidentiality

Staff involved with complaints handling are required to treat all information as confidential. The name/s of complainants or any other identifying information will only be provided to staff involved in managing the complaint and may be provided to staff identified as a respondent to the complaint.

Dissatisfied with the way your complaint was handled?

If you have any concerns about the management of your complaint you can contact TFSS CEO

TFSS
P.O. Box 1088
Tamworth NSW 2340
Phone: 1800 073 388
Email: info@tfss.com.au

If after this point you are still not satisfied you have the right to direct your concerns to:

The NSW Ombudsman
Level 24, 580 George Street
Sydney NSW 2000
Phone: 02 9286 1000
Toll free: 1800 451 524
TTY: 02 9264 8050
www.ombo.nsw.gov.au
Email: nswombo@ombo.nsw.gov.au

Complaints Process

Complaint received



Staff Member delegated to handle complaint. This Staff member will review the complaint within 5 working days



Letter to complainant confirming receipt of complaint and informing of any action taken to date.



Within next fourteen (14) days Staff member to contact complainant with a proposed resolution. If this resolution is not acceptable, invite a written complaint (if not already in writing).



Within next twenty-eight (28) days, investigate and resolve written complaint, inform complainant of actions taken and include opportunity for mediation.



Within six (6) months Manager reviews actions taken and ensures follow up.

Compliments and Complaints Procedure

Information for clients and
their families



Thriving Communities, Endless Possibilities



Compliments and Complaints

TFSS welcomes your feedback, whether it is a compliment or a complaint.

All feedback is viewed as an opportunity to improve the service our clients and their families receive.

Compliments

If you receive support or assistance that you feel warrants complimenting, please register this in writing, by phone, via email or in person.

Compliments can be lodged directly with the program or site concerned, or in writing to:

TFSS
P.O. Box 1088
Tamworth NSW 2340
Email: info@tfss.com.au

Complaints

Your feedback on our service is important to us. You have the right to make a complaint if you are not happy with any aspect of the service. We will ensure that an efficient, fair and accessible system exists for dealing with your complaint/s.

What if I need an interpreter?

TFSS will assist you if you need an interpreter. There will be no cost to you for this service.

How do I make a complaint?

A complaint can be made verbally, in writing or via email. Wherever possible, complaints should be resolved directly with the staff member or manager of the program concerned. If you are uncomfortable talking to staff directly about a complaint, you can make an appointment to speak with their manager.

You can ask a friend or support person to assist you to put your complaint in writing or to attend a meeting at the TFSS with you.

If you still feel the issue is unresolved, you may wish to make a formal complaint. You may do this by putting your complaint in writing and posting it to:

TFSS
P.O. Box 1088
Tamworth NSW 2340
Email: info@tfss.com.au

Your letter should contain the reason for your complaint, a description of the incident/s or situation/s, date/s, names of any witnesses and how the situation has impacted on you.

It is also important that you tell us what you expect to occur as a result of your complaint. This will assist staff in resolving your complaint. If we are unable to meet your expected outcome, you will be advised of this, including the reason why.

Unreasonable Complainant Conduct

Conduct can be considered unreasonable when a complainant continues to contact the service after a matter is closed, makes unreasonable demands, fails to cooperate, present unreasonable arguments or when their behaviour is threatening, rude or aggressive .

* Unreasonable behaviour will not be tolerated

What happens after I make a complaint?

Your complaint will be acknowledged within five working days of its receipt. You will be notified of the person who is managing your complaint and how they may be contacted. They will also inform you of the expected steps to be taken to resolve your concerns and the expected timeframe.

A formal investigation of the incident/s or situation/s will take place with respect of your personal and cultural needs. This may involve an impartial TFSS Manager interviewing all parties involved.

TFSS aims to investigate and resolve all complaints in a prompt manner, usually not more than 14 days working days of receipt of the written complaint. If this is not possible we will contact or write to you and explain why.

All complaints will be dealt with seriously, quickly, confidentially and without stopping your right to use TFSS. Complainants are protected from any repercussions, reprisals or victimisation as a result of making a complaint.