



THE BUTTERY

ENRICHING LIVES

Compliments and Complaints Information Sheet

Compliment: a polite expression of praise or admiration.

Complaint: a statement that something is unsatisfactory or unacceptable.

The Buttery is committed to providing evidence-based best-practice residential and community based programs.

The Buttery's management and governance systems are accredited under Australian Service Excellence Standards (ASES) and are audited by Quality Innovative Performance (QIP).

We take our commitment to quality and service seriously and welcome feedback from participants and other stakeholders.

Complaint Areas:

- Services provided by the Buttery
- Building damage
- Sharing of private information
- Inadequate resources
- Hazardous conditions
- Bullying, discrimination, prejudice and harassment
- Whistle blowing

If you have a compliment?

Here at the Buttery we value all feedback. If a person, system or process deserves your praise, we would greatly appreciate hearing about it (either in written or verbal form) so we are able to pass this on.

If you have a complaint?

If you are not happy with any aspect of the service you receive from The Buttery, or treatment by other participants, you have the right to lodge a complaint with us.

Complaints can be initially lodged in the following way:

Participants and stakeholders are welcome to contact any Buttery staff member; alternatively, feedback can be submitted using the details below:

Email: via The Buttery Website Compliments and Complaints tab

<https://www.buttery.org.au/contact-the-buttery/#feedback-form>

Phone: 02 6687 1111

Mail: Feedback

The Buttery
PO Box 42
Bangalow, NSW 2479

Alternatively, you can request a form using the contact details above, and attached at the base of this information sheet. The provision of feedback and/or complaints will not affect the service being provided to you.

All complaints, and appeals, via any media, including telephone and the primary email, are directed to the relevant Program Manager, CEO and copy the QA Manager unless another staff member's name is provided. All complaints, and appeals will be recorded The Buttery complaints register management process follows the stages of complaint management recommended by the Commonwealth Ombudsman - https://www.ombudsman.gov.au/data/assets/pdf_file/0020/35615/Better-practice-guide-to-complaint-handling.pdf

Upon receiving of a complaint, The Buttery Management team will send a written acknowledgement of the complaint within 7 days. This acknowledgement will detail the path forward on resolution of complaint or a disapproval of the complaint. Timeframes on each complaints resolution will vary greatly, however we endeavour to complete resolution within a 28 day period. If you are not happy with our response to your complaint, you may lodge your appeal, written or verbal, either with the CEO of the Buttery or:

Fair Trading NSW
Registry Services
PO Box 22 Bathurst NSW 2795
P: 13 32 20 or,
<https://www.fairtrading.nsw.gov.au/help-centre/online-tools/make-a-complaint>
www.fairtrading.nsw.gov.au

When making an appeal against a decision you do not agree with please provide evidence to support your case. Appeal timelines are the same as the complaint process for decision and resolution.

Or, if your complaint relates to our handling of your confidential information, with:

Office of the Australian Information Commissioner
Level 8, Piccadilly Tower, 133 Castlereagh St, Sydney NSW 2000
GPO Box 5218, Sydney, NSW, 2001
1300 363 992 Toll free: 1800 620 241
Fax: (02) 9284 9666
www.privacy.gov.au
privacy@privacy.gov.au



THE BUTTERY
INCORPORATED

Compliments and Complaints Form

Your Name: _____ Date: _____

Contact Details: Phone: _____ Email: _____

(optional for compliments)

Your Relationship to The Buttery: (please circle)

Program Participant Parent/Guardian/Carer Supplier/Contractor Stakeholder Member of The Public

Details of Your Compliment

Please provide details of your compliment to The Buttery here. What did we do well?

Details of Your Complaint

Please give details of your complaint here. What happened and how can we improve? If an incident or incidents are involved, please include dates, times and locations, the names of any witnesses, and any other relevant factors. Attach a separate sheet if more space is needed. **Please note:** By submitting a formal complaint you acknowledge that it must be formally investigated. The Buttery cannot guarantee your anonymity, and is under no obligation to disclose the details of the outcome.

Please briefly describe the outcome you are seeking from this complaint:

Your Signature: _____ Date: _____

Please hand this form to a Buttery staff member, or to The Buttery CEO or HR Manager at 346 Lismore Road, Biina Burra, 2479. Or post to "Confidential" – Attention CEO, P O Box 42, Bangalow, NSW, 2479. You can also scan and email the form to info@buttery.org.au