

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 the Australian Service Excellence Standards (ASES). We take our commitment to quality and service seriously and welcome feedback from participants and other stakeholders. We commit to provide a supportive environment in which to make compliments and complaints and review this process every 12 months.

Complaint Areas:

- Services provided by The Buttery
- Building damage
- Sharing of private information
- Inadequate resources
- Hazardous conditions
- Inappropriate conduct
- Discrimination, prejudice, and harassment
- Whistleblowing

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.

We welcome complaints from anyone, including:

- the person with disability
- an advocate
- friends
- family members
- carers
- workers
- providers
- a member of the community



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/>

Phone: 02 6687 1111

Mail: Feedback

The Buttery

P.O. 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 will be recorded in The Buttery's Complaints Register. The process follows the stages of complaint management recommended by the Commonwealth Ombudsman -

https://www.ombudsman.gov.au/data/assets/pdf_file/0025/290365/Better-Practice-Complaint-Handling-Guide-February-2023.pdf

Support to make a Complaint

If you need help:

- We can support you in making a complaint; or
- You can ask a friend or family member to help you make the complaint and support you during the complaints process; or
- you can engage an independent advocate to help you with the complaint

Anonymous Complaints

If you wish to make an anonymous complaint, this can be made to The Buttery via the methods above. If a complaint is made anonymously, we will not keep a record of the complainant's name or contact details. Anonymous complaints can lead to positive outcomes, however in some circumstances we may not have sufficient information to take action. Without the complainant's contact information, we are unable to discuss the complaint outcome with them.

For NDIS participants who are not satisfied with the outcome of a complaint or do not want to talk to The Buttery the NDIS can be contacted directly as per below:

- **National Disability Insurance Agency** by calling 1800 800 110, visiting www.ndis.gov.au or visiting one of their offices in person.



- **NDIS Quality and Safeguards Commission** by calling 1800 035 544 (interpreters can be arranged) or visiting www.ndiscommission.gov.au/about/complaints.
- Participants are supported to seek advocacy to support their complaints eg People With Disabilities Australia [Individual advocacy - People with Disability Australia](http://www.pwda.org.au) 1800422015

Complaint Process

Upon receiving a complaint, The Buttery Management team will acknowledge within 1 business days, contacted about within 2 business days. This acknowledgement will detail the path forward on resolution of complaint or a disapproval of the complaint. Timeframes on each complaint's resolution will vary greatly, however we endeavour to complete resolution within a 21-day period. The Buttery commits to continuous improvement in complaints and compliments through regular review and incorporation of feedback throughout the organisation.

Appeal process

If you are not happy with our response to your complaint, you may lodge your appeal, written or verbal, either with the CEO or the Buttery or

Fair Trading NSW

Registry Services

P.O. Box 22 Bathurst NSW 2795

P: 13 32 20 or

<https://www.fairtrading.nsw.gov.au/help-centre/online-tools/make-a-complaint>

<https://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, lodge your appeal with:

Office of the Australian Information Commissioner

Level 8, Piccadilly Tower, 133 Castlereagh St, Sydney, NSW 2000

GPO Box 5128, Sydney, NSW, 2001

1300 363 992 Toll free: 1800 620 241

Fax: (02) 9284 9666

www.privacy.gov.au

privacy@privacy.gov.au

COMPLIMENTS AND COMPLAINTS FORM

Your Name:			Date:	
Contact Details: (optional for compliments)	Phone:			
	Email:			
Your Relationship to The Buttery: (please tick)	☐ Program participant	☐ Stakeholder	☐ Member of the Public	
	☐ Supplier / Contractor	☐ Parent / Guardian / Carer		

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, Binna 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.