

Providing Feedback or Making a Complaint



bobby goldsmith foundation
practical emotional financial support

Purpose

The Bobby Goldsmith Foundation (BGF) is committed to providing the best service possible to its clients, supporters and members. You are encouraged to comment on our service. Your feedback or complaints provide us with an opportunity to learn how we are performing against your expectations, and whether there is scope to improve our service delivery.

Your Feedback or Complaint

1. We are happy to receive your feedback (positive or negative) by which we may be able to improve the way we do things.
2. You have the right to reasonable and fair service. If you do not believe that our service has been reasonable or fair, you have a right to make a complaint.
3. You will not be denied proper and fair service because you make a complaint. Complaints help us address issues and improve our service.
4. Your complaint may be about
 - the way you are treated by BGF staff or volunteers
 - a particular service we provided to you
 - BGF's policies or procedures.
5. You do not have to provide feedback or make the complaint yourself. You can appoint someone else (known as an advocate) to do this for you.
6. Your complaint will be treated confidentially and fairly.
7. BGF will require your permission before any information about you or your complaint is given to anyone outside BGF whose involvement may help to satisfactorily resolve your complaint.

How to Make a Complaint

If you are a client or friend of BGF, a donor, a volunteer, a supporter, or have dealings with BGF, you may make a complaint by following the steps below:

Step 1 (One)

Contact the employee or volunteer directly involved or responsible for the BGF service that your complaint relates to. See contact details below. The employee involved will address your complaint and agree on any action to be taken to remedy the situation.

Step 2 (Two) - If you cannot resolve your complaint in Step 1 (One):

Contact the manager who supervises the employee involved or is responsible for the BGF service that your complaint relates to. The manager will address your complaint and why it was not resolved by the employee and will agree on any action to be taken.

Step 3 (Three) - if you cannot resolve your complaint as in Step 2 (Two):

Contact the Chief Executive Officer of BGF who will address your complaint, including why it was not resolved by the manager, and will agree on any action to be taken.

Step 4 (Four) - if you cannot resolve your complaint as per Step 3 (Three):

Contact the Chairman of the BGF Board in writing at the address below. The Board will only consider complaints that are not able to be resolved by steps 1 (one) to 3 (three).

Your complaint must show that all the prior steps have been followed. If they have not, the President of the Board will refer the complaint to the Chief Executive Officer, who in turn will direct the complaint to the appropriate Manager or employee.

The Chief Executive Officer will communicate to you the Board's response to your complaint and any action to be taken.

The President of the Board will contact you directly only if your complaint is about the Chief Executive Officer and only if the President of the Board believes it is not appropriate for the Chief Executive Officer to contact you.

Step 5 (Five) - if you can not resolve your complaint as in Step 4 (Four):

You may make a complaint to an external agency.

What happens after you make a Complaint?

BGF will acknowledge your complaint within 3 (three) working days by telephone, fax, email or letter dependent upon the contact details you provide us with.

Following a comprehensive review of the facts, BGF will respond to your complaint promptly and, in all instances, BGF will confirm in writing any action to be taken. Again, we will communicate with you by telephone, fax, email or letter dependent upon the contact details you provide us with.

BGF will keep a record of your complaint and regularly review all complaints as a way of ensuring that we are appropriately providing or improving our service.

How to contact BGF to Provide Feedback or Make a Complaint

1. You may provide feedback or make a complaint by telephone, fax, email or letter to:
Bobby Goldsmith Foundation Inc.
By mail: PO Box 1444, STRAWBERRY HILLS NSW 2012
By email: bgf@bgf.org.au
By phone: 61 (02) 9283 8666 or toll free 1800 651 011
By fax: 61 (02) 9283 8732
2. If you wish your complaint to be confidential, please submit your complaint in writing by mail and mark the envelope 'CONFIDENTIAL'.
3. If you wish to be contacted by telephone, please ensure this is clearly communicated to us.
4. For all complaints, BGF will confirm in writing any action to be taken. For us to do this you need to provide an email address, a fax number or a postal address.

For a complaint concerning BGF's activities as an Incorporated Association, contact

NSW Department of Fair Trading
1 Fitzwilliam St
PARRAMATTA NSW 2150

Email: enquiry@fairtrading.nsw.gov.au
Web: www.fairtrading.nsw.gov.au
Tel: 13 32 20

For a complaint concerning BGF's activities as a NSW Charity, contact

NSW Office of Liquor, Gaming and Racing
GPO Box 7060
SYDNEY NSW 2001

Email: charity.inquiries@olgr.nsw.gov.au
Web: www.olgr.nsw.gov.au
Tel: +61 (02) 9995 0300

Note: BGF can advise you whether your complaint is a matter for Dept. of Fair Trading or NSW Office of Liquor, Gaming and Racing