



PLAIN ENGLISH COMPLAINTS POLICY AND PROCESS



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1. Introduction

Blue Knot wants to hear what you think, good or bad. That’s because your voice matters and everyone who uses our services or engages with us has the right to give us their honest feedback. This helps us understand what we’re doing well and where we can improve.

We love to hear compliments, but we also want to hear your complaints. Please know that when you share your concerns or make a complaint we will always listen carefully.



We will always treat you with understanding and respect. Making a complaint will not affect the service we offer you. We can learn to do things in different and better ways.

2. How can you make a complaint?

You can make your complaint through our [online form](#).

You can also call us.

- To make a complaint about the Blue Knot Helpline and Redress Support Service call 1300 657 380
- To make a complaint about any other Blue Knot service or area of work call 02 89 20 3611

3. Who can provide us with feedback or make a complaint?

If you are not happy with a service and you want to speak to the person, it is a good first step.

If it is not possible or you do not want to speak with the person you can make a complaint. We will keep your complaint confidential within the Service as much as possible. Sometimes we will have to ask for information from another party. This is because the law or a policy says we have to.

You can use your name when you make a complaint. If you don't want to use your name, you can choose another name (pseudonym) or you can choose not to give any name (be anonymous). If you do not use your name, we might not be able to give a full response to your complaint.

We will try and get in touch with you quickly to sort things out. Sometimes we need to spend more time looking into a complaint. This will take longer.

We aim to sort out complaints within twenty (20) working days. If it's going to take longer, we'll let you know why and how much longer we think it will be. We will do our best to work through our complaint with you. We might need to ask for your details and other information about what happened.

We will always handle your personal information carefully and follow our [Privacy Policy](#).

4. How will we (Blue Knot) respond to your complaint?

We will always

- Treat your complaint seriously
- Act quickly
- Treat everyone fairly and with respect

We will never

- Change the way we support you if you make a complaint
- Take longer than we need to respond

5. What can you complain about?

You can make a complaint about any of our services or how we do things.

6. When can you make a complaint?

You can make a complaint whenever you choose to. If you want, it is a good idea to try to talk to the person you have a problem with first.

If talking does not fix the problem or you do not want to talk to the person, you can make a formal complaint.

7. What do I say in the complaint?

You can say

- What the problem is
- How you think the problem can be fixed
- Any other information which you feel will help us understand



You can make a complaint without giving your details, but it will be easier to fix the problem if we know your name.

8. What will happen?

After you make a complaint, one of our team will get in touch to explain next steps and how long it might take. They will give you other resources, useful information about our complaints process. Sometimes talking about it and being heard can make a big difference.

We (Blue Knot) try to sort out all complaints within (20) working days after you make the complaint. If we are not able to sort it out in 20 working days, we will tell you. We will also tell you how much longer we think it will take.

We will always try to sort out the complaint with you first. To do this we will need to confirm your identity. If you do not want to give us your personal information that is your choice. It does mean that we may not be able to fix the problem. We will also ask for other information about you and your experience.

9. How will we record the complaint?

Only people who need to know about the complaint to do their job will be able to see the information of your complaint. Sometimes the law will require us to make a notification. This means that other people will see your complaint.

Blue Knot will always follow its [Privacy Policy](#) to handle your personal information.

We keep accurate records of all formal complaints, including what we did and what happened in the end.

10. What else can happen?

We will only involve another party when we are required to notify or refer a complaint or its outcome.



If you are not happy with how we have responded to your complaint you can take your complaint to Privacy, Health or Community Commissioner or Complaints Office in the State or Territory in which you live.

11. Related

- Blue Knot Complaints Policy and Process
- Counselling Service Users Complaints Policy
- Plain English Complaints Policy for Helpline Callers

12. Document details and review

This policy will be reviewed at a minimum of every three years.

Date issued:	March 24	Approved by:	President
Review date:		Approved by:	