SASSI

Complaint Form

SASSI aim to provide an efficient and effective service at all times. However, if you would like to make a complaint about the service provided, please see the complaints procedure below or ask our staff for advice. No client will be victimised or penalised for making a complaint of any kind.

How to make a complaint

- Wherever possible, complaints are best resolved informally by the people involved (e.g. if your complaint is about another client, then talk to your case manager or tenancy manager).
- If this is not appropriate or satisfactory, you can lodge a formal complaint as described below.
- If you have any concerns about confidentiality, you can discuss this with the person who is handling the complaint.

Ways to lodge a complaint

You can lodge your complaint on the website, in writing (email or post) or over the phone.

- **Online Form:** https://sassi.org.au/contact-us/#complaints
- **Phone:** SASSI Head Office on (02) 4229 8523 between 9.00 am and 5.00 pm, Monday to Friday).
- **Email:** Fill in the form below and email it to complaints@sassi.org.au.
- **Post:** Fill in the form below and email to: SASSI PO Box 1178, WOLLONGONG DC, NSW, 2500.

Your rights under the complaints process

- You can seek assistance to make your complaint (either from our staff, or an external advocate or support person)
- You can request assistance from an interpreter
- You can expect the handling of your complaint to be conducted in a professional, efficient and fair manner.

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How SASSI will deal with the complaint

- **Process:** SASSI will ensure your complaint is **acknowledged** within **14 days.**
- **Investigate:** including keeping you informed of our progress.
- **Resolve:** promptly, usually no more than **28 days**, giving you reasons for our decisions.

If you are not happy with the outcome of the complaint

If you don't feel comfortable with the outcome of this process, you or a friend or support person can contact the NSW Ombudsman. The Ombudsman is an independent watchdog whose job it is to protect the rights of people using or accessing community service providers. You can discuss your complaint with them:

- **NSW Ombudsman:** 1800 451 524 or 02 9286 1000 nswombo@ombo.nsw.gov.au or www.ombo.nsw.gov.au
- **Registrar of Community Housing:** 1800 033 940

SASSI Complaint Form

Your details

Your name:	
Your phone number:	
Your email address:	

Details of the complaint

This complaint relates to (tick the most relevant category):

☐Your SASSI- provided accommodation
☐ Your SASSI case manager
☐ Refusal or closure of SASSI support
☐ A client of SASSI
☐ A property managed by SASSI
☐ Other (please provide details)

_____
_____
_____

Does your complaint relate to a specific incident?	Yes/No

Please provide details of the complaint:

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

Have you done anything to try to resolve the issue?	Yes / No
Please describe what you have done to try to resolve the issue: _____ _____ _____ _____ _____ _____ _____ _____ _____	
Do you have a preferred outcome you'd like to see from this process? _____ _____ _____ _____ _____	

Support and advocacy (optional)

If somebody, such as a support person or advocate, has been assisting you with this form, details can be provided here):

Support person name:	
Support person phone number:	
Support person's email address:	
Support person agency or their relationship to you:	