

Feedback and suggestions

Our approach

Your views about the service we provide to you are important. We value any feedback you may have.

If you don't think you are receiving the right help and would like to make a complaint, we will offer you a feedback process which is fair and we will try to resolve your concerns.

Who can you contact in SRJA

We encourage you to talk to your consultant first. You can also talk to the site manager. If you do not feel comfortable discussing a complaint with your consultant or site manager, you can either:

- send an email to ESfeedback@sarinarusso.com.au
- contact our Quality Assurance Team at 13 15 59
- visit our website at www.sarinarusso.com.au/contact-us

When we receive your feedback

We will try to work together with you to resolve your concern in a timely manner. We encourage you to provide as much information as possible so that we can identify the most appropriate solution.

We have an escalation process whereby as much as possible, we aim to resolve complaints at the site level. If this is not possible, then the complaint is escalated to the Regional Manager or State Manager level. The National Manager (QA) and the Chief Operating Officer may also review your complaint where required.

We will contact you within 10 Business Days of receiving your complaint. If we receive your complaint in writing or if you request, we will provide you with a written response.

Other options

If you feel you can't talk to us, or you are still not happy after contacting us, you can contact the Department of Employment's National Customer Service Line by calling 1800 805 260 (free call from land lines) or sending an email to nationalcustomerservice@employment.gov.au

If you have suggestions to improve the service you are getting or would like to make a compliment about the service you have received, please let us know or call the National Customer Service Line.

If you have any concerns about your income support payments, you should contact the Department of Human Services. Contact details for the Department of Human Services can be found at www.humanservices.gov.au