

GOT A COMPLAINT? WE WANT TO HEAR IT!

A QUICK GUIDE TO BAABAYN'S COMPLAINT PROCESS

STEP ONE: MAKING YOUR COMPLAINT

It is important that you tell us your concerns so we can try to resolve them. If you need to make a complaint, it can be informal or formal. It can be anything you think is unfair or makes you unhappy with Baabayn Aboriginal Corporation.

We will support your right to tell us your concerns in a way that makes you feel safe and comfortable, and with people who make you feel safe. Please go to any team member or Director that you feel comfortable talking with to raise your concern.

If you decide to make a formal complaint, you can do so either in person or in writing. You can speak with a staff member with whom you feel comfortable, and it's OK to ask one of the Directors to come with you if you do.

Alternatively, you can put your complaint in writing and email it to info@baabayn.org.au, send it to Baabayn's postal address or hand it in at one of the staff offices at Baabayn's Centre.

STEP TWO: WHAT TO EXPECT, AND WHAT TO DO IF YOU'RE NOT SATISFIED

Your complaint will be recorded, and you will be told within five weekdays how it is going to be handled. There will be a process so that we can check out all the facts and give all those who are involved the chance to tell their side of the story. Then we will get in touch with you to discuss the matter further. When we make a decision, we will tell you what that is.

If at any time you feel that your complaint isn't being handled properly, you are welcome to tell Aunty Margaret Farrell (Baabayn's Chairperson) or one of the other Directors about your concerns. If you're not satisfied with the decision that we make, please feel free to tell Aunty Margaret your opinion either in writing or face-to-face.

If you have appealed to the Directors and the matter's still not settled to your satisfaction, you may have options for going outside Baabayn to appeal. In certain circumstances, we might suggest going outside Baabayn—for example, to involve someone impartial as a mediator.

We will keep a record of your complaint, how it was handled, and how it was resolved. This record will be kept securely to ensure that your privacy, and that of others, is protected.