



How to Raise a Concern or Complaint

Do you need advice or assistance to resolve a concern or complaint about a program or service we provide?

As a consumer of Guide Dogs SA/NT you are entitled to have any complaint dealt with objectively and in a timely and effective manner.

Complaints are an opportunity for you to provide feedback, resolve your concerns and ultimately make our services safer and better for everyone.

If you have a complaint you are encouraged to contact us by telephoning Your Support Line on 1800 757 738. Our Client Liaison Officer will ensure your complaint is passed on to the relevant Manager.

Alternatively you can;

- Write to us at 251 Morphett Street, Adelaide SA 5000.
- Fax 08 8203 8332 or
- Complete our Complaint Form available on our website.

We undertake to respond to your complaint in a respectful and dignified manner and your confidentiality and privacy will be maintained.

The name/s of complainants or any other identifying information will only be provided to staff involved in managing the complaint and may be provided to staff identified as a respondent to a complaint.

Your request for anonymity will always be respected and will not affect your rights to a thorough investigation of your complaint.

You have the right to involve an advocate of your choice. This can be a family member or friend, or an agency. The role of an advocate is to speak and act on your behalf.

If you would like to make a complaint about Guide Dogs through an independent organisation you can do so by contacting the Health & Community Services Complaints Commissioner (HCSCC). HCSCC is an independent organisation that helps people – service users, carers and service providers – resolve complaints about health and community services when a direct approach to the service provider is either unreasonable or has not succeeded.

HCSCC can be contacted by phone on 82268666 or Toll Free on 1800 232 007.

For more information, please refer to the HCSCC website <http://www.hcsc.sa.gov.au>