

Good Things Foundation Complaints Procedure

Good things Foundation believes that anyone affected by our services should feel able to make a complaint, knowing that it will be fairly investigated.

The following flow chart summarizes the various stages of our complaints procedure:

Stage 1- Informal Complaint

Using one of the contact methods below, bring your complaint to the attention of the appropriate member of staff. They will attempt to resolve the complaint, and inform you of what steps (if any) will be taken.

Complaint Resolved.
feedback is welcomed
for future improvement.

Yes
Satisfied with
the outcome?

No

Stage 2 - Formal Complaint

What do we need to know?

- 1) Your name (optional)
- 2) Relationship to Good Things Foundation
e.g Be Connected Network Partner
- 3) Details of the complaint
- 4) The impact of the complaint on you or your business
- 5) Confirmation that you attempted to resolve the complaint informally first
- 6) Why you are not satisfied with the outcome?
- 7) Preferred method of contact

How can you tell us?

Complete list of contact
details below

Note:
complaints
received via the
Be Connected
helpline may be
referred to the
Office of the E-
Safety
Commissioner for
resolution

Stage 2 - Formal Complaint

What Happens next?

- 1) Once you submit a complaint, it will be logged in our database. You will receive an acknowledgment within 2 working days of receipt.
- 2) We will investigate the complaint with the appropriate department.
- 3) We aim to resolve your complaint within 5 working days and inform you of the outcome. In cases where this is not possible, we will contact you informing you of the progress of the investigation including any further steps we may need to take.

Complaint Resolved.
feedback is welcomed
for future improvement.

Yes
Satisfied with
the outcome?

No

Stage 3 - Appeal

If you are still unsatisfied with the outcome of your complaint. Please use any of the contact methods listed below to contact the Good Things Foundation Director who will decide on the next steps to take.

Complaint Resolved.
feedback is welcomed
for future improvement.

Yes
Satisfied with
the outcome?

No

External Review

If you wish to take the matter further,
please seek outside counsel

How to Contact Us

Website: www.goodthingsfoundation.org.au
E-mail:
complaints@goodthingsfoundation.org.au
Telephone: (02) 9051 9292
Social Media: @goodthingsaus
In Person / Post:
The Hub c/o Good Things Foundation
223 Liverpool Street
Darlinghurst
NSW 2010

If you intend to make a complaint, you should read the full complaints procedure and complaints policy. If you have any queries on the procedure, email: complaints@goodthingsfoundation.org.au