

COMPLAINTS HANDLING PROCESS

How to Complain to Hunter Partners In Recovery

Our Principles

At Hunter Partners In Recovery (Hunter PIR) we respect the right of our consumers, their carers and families, and other members of the public to make a complaint regarding their experience with Hunter PIR, and to have that complaint investigated promptly, fairly and objectively. We recognise that individuals engaged with Hunter PIR have specific needs, and we will assist them to understand and participate in the complaints handling process.

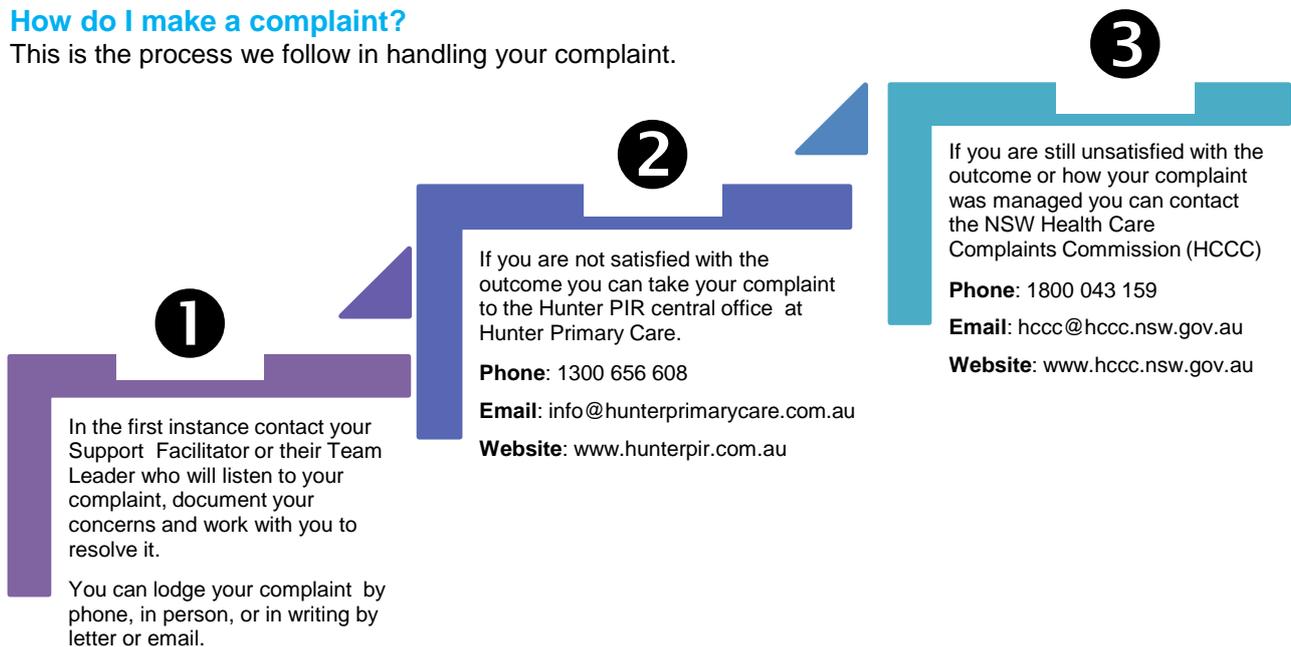
We are committed to the respectful and competent handling of complaints, and to maintaining the privacy of any persons involved. We will ensure that information about the Hunter PIR Complaints Handling Process is provided to consumers and/or families and carers, and is accessible on our website.

What can I complain about?

You can complain about any issue that involves your experience with the Hunter PIR program. This could include the service you received, the contact you had with Hunter PIR staff, or another Hunter PIR-related concern.

How do I make a complaint?

This is the process we follow in handling your complaint.



How will my complaint be resolved?

We will respond to your complaint as soon as possible after receiving it, and contact you to discuss how we can work with you to resolve it. It is important that you tell us what you would like to happen as a result of your complaint. This will assist PIR staff in resolving your complaint satisfactorily. You may choose to have a support person or advocate assist you during the complaints handling process.

Initially your Support Facilitator or their Team Leader will work directly with yourself and your carer or support person to try to resolve your complaint. If you are not satisfied with the outcome from the Support Facilitator Provider Organisation you can follow steps 2 and 3 as above.