

BSL Feedback Statement

Risk, Compliance & Improvement – Quality

What we are committed to

The Brotherhood of St Laurence encourages and welcomes all complaints, compliments and feedback. Effective complaint handling is fundamental to the provision of a quality service.

The BSL Whistleblower Policy allows for another avenue to raise a complaint.

What you can expect from us

When a complaint is received, the person making the complaint can be assured that it will be

- received and addressed in strict confidence;
- addressed in a spirit of helpful cooperation and sensitivity and
- resolved promptly.

Any investigation will be undertaken within 14 working days of the complaint being received. The person investigating the complaint will be independent of the complaint.

If a complaint is unable to be investigated within this timeframe, the complainant will receive advice to this effect. Included in the notification will be an anticipated timeframe for the complaint to be fully investigated and an outcome provided.

The complainant will receive advice of the outcome of the investigation.

What we need from you

To address your complaint, we will need your name and contact details as well as the details of what has led to your complaint. If you make an anonymous complaint, the details will be noted and it will be reviewed and documented in our internal systems, but no feedback will be available to you.

We also need your patience and cooperation while investigating the complaint. You may be asked to provide additional details to the investigator.

Please contact Quality@BSL.org.au if you have any questions.