



Feedback and Complaints Information

NADA welcomes feedback from members and stakeholders about all elements of our products, services and activities. All feedback is valued and is considered integral to ensuring improved quality of our services. Any staff member can receive feedback, however the below information will assist you should you wish to lodge a complaint.

Who to contact?

NADA encourages you to first talk to the staff member concerned before making a formal complaint to see if the issue can be resolved. However if you don't feel comfortable about this, members and stakeholders are welcome to contact any staff member to raise their complaint or discuss their feedback; alternatively a NADA Complaint Form can be completed or feedback submitted using the contact details below.

Who can make a complaint?

NADA will accept complaints made by a person on their own behalf, on behalf of another person or on behalf of a service. If a complaint is being lodged on behalf of a service, confirmation from senior management will be sought.

How to lodge a complaint and what happens next

1. NADA encourages you to make a complaint in writing where possible. We are also able take complaints verbally (NADA's telephone number is 02 9698 8669).
2. You will receive written acknowledgement of your complaint within five working days of the complaint being received. This acknowledgement may offer a resolution to the matter, or if the complaint requires more investigation you will be told who will be handling the matter and you will be provided with information on what is being done to investigate the matter.
3. Complaints will be dealt with in a manner which ensures access, equity, timeliness and accountability. The internal process includes seven stages: acknowledgement, assessment, planning, investigation, response/resolution, follow-up and review. NADA aims to investigate and resolve all complaints within a month of receiving the complaint. If this time frame cannot be met, you will be informed of the reasons why and of an alternative timeframe for resolution.

Depending on the nature of your complaint, you may wish to raise your complaint with an external body.

- Contact the [NSW Ombudsman](http://www.ombo.nsw.gov.au/index.html) on 02 9286 1000 or visit www.ombo.nsw.gov.au/index.html.
- Contact the [Australian Government Office of the Privacy Commissioner](http://www.privacy.gov.au/privacy_rights/complaints/index.html) for complaints relating to the Privacy Act 1988 visit www.privacy.gov.au/privacy_rights/complaints/index.html.

Email: complaints@nada.org.au **Phone:** 02 9698 8669
Mail: Feedback, NADA, Po Box 2345, Strawberry Hills, NSW, 2012

Complaints Form

Contact details

Name: _____

Position title (if relevant): _____

Address: _____

Phone (work): _____ Mobile: _____

Email: _____

Please indicate your preferred method of contact:

Phone (*note all verbal communication will be confirmed in writing*)

Email Mail

I am making the complaint on behalf of myself

I am making the complaint on behalf of someone else. Please state who the complaint is on behalf of and your relationship to them _____

I am making the complaint on behalf of a service/organisation. Please state the name of the organisation and your job title _____

Details of the complaint

(Please be as specific as possible with reference to dates, times, people and locations as this will assist us in responding to your complaint. We also encourage you to identify your desired outcomes to resolve the complaint)

Please attach any documents that may help us to resolve your complaint (e.g. correspondence)

Form completed by: _____

Date completed: _____

This document can be submitted to NADA via

Email: complaints@nada.org.au Fax: 02 9690 0727

Post: Feedback

Network of Alcohol and Drug Agencies

PO Box 2345, Strawberry Hills NSW 2012