

IT'S OKAY TO MAKE A COMPLAINT IF YOU HAVE A PROBLEM WITH SELF ADVOCACY SYDNEY (SAS)

STEP 1

Talk to the person you have a problem with and try to work it out.



If the problem is not fixed



STEP 2

Talk to the person's supervisor or talk to the CEO. The complaint will be recorded and resolved. The complaint will be looked into within five (5) days



If the problem is still not fixed



STEP 3

Write or speak to the President who will report the complaint to the Executive Board



If the problem is not fixed



STEP 4

Talk to our funding body, the Department of Social Services or an external complaints service.



See: *Other Services That Can Help When You Have A Complaint*

