

## Feedback and Complaints

Family Planning Welfare NT welcomes your feedback to help us improve our services wherever possible. We value your time and ensure that all feedback, be negative or positive will be taken seriously.

### How to send feedback or make a complaint

You can call Family Planning NT on 08 89480144 or complete the complaint from below and email it to [admin@fpwnt.com.au](mailto:admin@fpwnt.com.au). A member of our senior staff or CEO will contact you and keep in touch with you until the matter is settled. Family Planning NT hold a policy titled 2.2 Client Complaint Process plus Privacy Policies that staff will follow. These policies have clear timelines for staff to follow. If your complaint is about an individual, that person will not be involved in handling the complaint. Your confidentiality will be protected at all times. The Family Planning NT Board of Management may be called into assist and support the process.

### Not satisfied with our response?

If you are not satisfied with our response to your complaint, you may wish to raise your concerns with the relevant body such as:

- Health and Community Services Complaint Commission [www.hcsc.nt.gov.au](http://www.hcsc.nt.gov.au)
- Australian Skills Quality Authority (ASQA) in relation to our vocational education program
- Royal Australian College of General Practitioners (RACGP) in relation to our medical education program

## Education

All participants in Family Planning NT courses and programs have a right to:

- Be treated with respect and dignity
- A safe learning environment free from danger, abuse or harassment
- Recognition of their particular needs & circumstances including beliefs, ethnic background, cultural & religious practices
- Access to their own records on request
- The opportunity to give feedback on services provided
- Be informed about and have access to the Family Planning NT complaints process

### Participant Responsibility

Attendance to Family Planning NT's courses and programs, participants are expected to:

- Respect the rights of others
- Be punctual for classes and appointments
- Notify the education officer if they are unable to attend classes or appointments
- Promote an effective learning environment through good personal behaviour
- Encourage equal opportunity
- Be aware of and promote the safety of themselves and others and responsible for your own possessions
- Meet the required dress standards designated for particular programs eg closed shoes

# Family Planning

Welfare Association of NT Inc.

## COMPLAINT FORM

Date: .....

Lodged via: Person / Email / Fax / Post

### Details of person lodging form:

Name: .....

Phone No: .....

Postal address: .....

Fax/email: .....

.....

### Details of complaint:

(Please add further detail and attach to form where necessary)

If there is any *other* organisation involved in this situation please provide details of any formal complaint or feedback submitted:

### Staff Action:

Member notified via copy of complaint?	Yes/No	Details:
Member response received?	Yes/No	Details:
Committee meeting held?	Yes/No	Details:
Member notified of committee decision?	Yes/No	Details:
Member response to decision received?	Yes/No	Details:
Action taken recorded?	Yes/No	Details:
All parties notified?	Yes/No	Details:

Mail: FPWNT, CEO, P. O. Box 503, Nightcliff, NT 0814

Email: [robyn.wardle@fpwnt.com.au](mailto:robyn.wardle@fpwnt.com.au) Phone: 08 8948 0144 Fax: 08 8948 0626