

Your Right to Feedback, Complaints and Speaking Up

We welcome your feedback and take your concerns seriously. Your voice helps us improve our services and ensures we provide safe, respectful and high-quality care.

You Have the Right To:

- Share feedback or make a complaint at any time
 - Be treated fairly, respectfully and without judgement
 - Feel safe and supported when raising concerns
 - Have your information kept private and confidential
 - Use an advocate or support person
 - Make a report anonymously if you prefer
 - Speak up without fear of retribution or impact on your service
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Ways You Can Contact Us

You can provide feedback or make a complaint in a way that suits you:

- Speak to a staff member
- Call us
- Send an email or letter
- Complete a feedback or complaint form
- Ask someone to do it on your behalf

There is **no cost** to raise a concern or provide feedback.

Feedback

Feedback can be positive or negative and helps us improve.

You can:

- Share compliments or suggestions
- Raise small concerns informally
- Choose not to be involved in any follow-up

We will listen and use your feedback to improve our services.

Complaints

A complaint is a formal way of telling us when something has gone wrong.

When you make a complaint, we will:

- Listen carefully and take your concerns seriously

- Talk with you about what outcome you would like
- Keep you informed during the process
- Work to resolve the issue as quickly as possible

Timeframes

- We will contact you within **2 working days**
- Most complaints are resolved within **7 working days**
- More complex issues may take up to **14 working days**

If we cannot resolve your concern, we will support you to take it further.

Support and Advocacy

You can have someone support you at any time, including:

- Family member or friend
- Advocate
- Interpreter or communication support

We can also help you contact independent organisations if you prefer to raise your concern externally.

Whistleblower & Public Interest Disclosures

If you believe there has been serious wrongdoing (such as unsafe care, misconduct, or unlawful behaviour), you can report it safely.

We will:

- Take your report seriously and investigate it
- Protect your identity where possible
- Allow you to remain anonymous
- Protect you from any form of victimisation

You are legally protected when making a disclosure in good faith.

Privacy and Confidentiality

Your privacy is important to us:

- Your information is kept confidential
- Only relevant staff will have access
- We will ask your permission before sharing information (where possible)

Anonymous reports are accepted, but this may limit our ability to provide updates.

Our Commitment to You

We are committed to ensuring that:

- Your concerns are heard and respected
 - Issues are handled fairly and promptly
 - You feel safe to continue using our services
 - Your feedback leads to real improvements
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Need Help?

If you would like assistance to give feedback or make a complaint, please let us know - we are here to support you.

We are open 8.30am- 4.30pm Mon-Fri (excluding public holidays).

You can contact us;

- by phone (08) 9267 9055
- by email support@swan.wa.gov.au
- in person or in writing at 2 Templeman Place Midland WA 6056

If you would like to speak to someone outside our team, or make a Whistleblower or Public Interest Disclosure then please contact the City of Swan and ask to speak to the Public Interest Disclosure Officer:

Wayne Sissing, Manager Human Resources 9267 9240
wayne.sissing@swan.wa.gov.au

Valerie Hodgins, Executive Manager Governance 9267 9463
valerie.hodgins@swan.wa.gov.au