



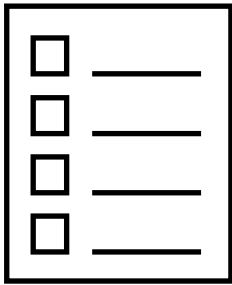
St John Ambulance Ltd Australian Office

Complaints

Easy English policies



Difficult words



This document is written in an easy to read way.



This document has some hard words in it.

The first time we use a hard word we write it in **blue**.

Then we write what it means.

Getting help

You can ask for help to read this document.



You could ask:

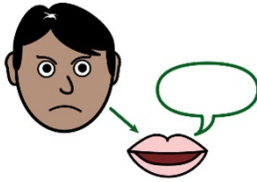
- a family member
- friend
- support person
- care worker.

This document is a **summary** of another document.

A summary is a shorter document.

The longer document is [here](#)

complain



This document is about complaints for the St John National Office.

About St John



We are the Australian Office of St John Ambulance.

We are also called:

- the National Office
- St John.

Complaints and feedback

feedback

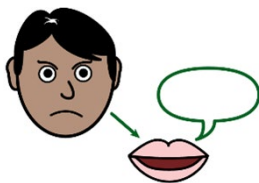


You can tell us if things are:

- going well

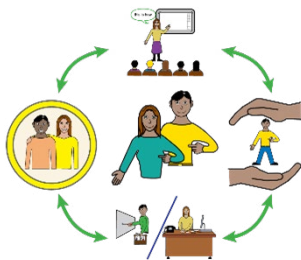
This is good feedback.

complain



- not going well

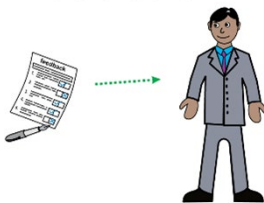
This is a **complaint**.



You might make a complaint about:

- something we said
- a service
- a product.

give feedback



If you are unhappy with us please tell us.

Who can make a complaint?

Anyone can make a complaint:



- customers
- the public



- friends and family
- support worker



- St John staff.

What can you complain about?



It is OK to provide complaints.



You will not be in trouble.



We will not make you feel bad.

better



We will learn from your complaints.

We will make things better.



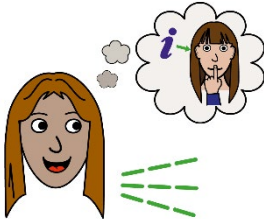
You can complain about:

- our services
- our products

- how a St John worker behaved
- being hurt by a St John worker
 - hurting you
 - hurting someone else
- how a St John worker behaved when you made your complaint.



private information



You can ask us to keep your complaint **private**.

This means we only tell:

- people who need to know
- with no **personal information**
- if you say we can share it



- you are not safe



- the law says we have to.

**name address
telephone**



Personal information is usually private.

This includes:

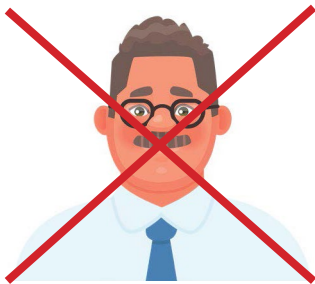
- name
- phone number
- date of birth and more.



You do not have to tell us who you are.

You can make an **anonymous** complaint.

Anonymous means we do not know who you are.



There might be St John workers you do not want to see your complaint.

Tell us who they are.

Complaints we cannot help you with



We cannot help you:

- with complaints about other St John offices.

We can only help with complaints about the National Office

If you complain about another St John office we will ask if it is OK to give it to them.



We cannot help you:

- if you are not safe now
- if you are in danger now

in danger



- if someone else is not safe now
- if someone else is in danger now.



You should call Triple Zero (000):

- for the police
- for an ambulance.

Do not call the National Office.

How to make a complaint



You can make your complaint in the way that suits you best.

This might be:

- talking to a St John worker

email



- writing by letter or email

online form



- using our complaint form



- making a picture of what happened.

better



We will work hard with you to:

- fix the problem quickly
- make our product or service better.



If the problem is really bad:

- we might **investigate** it
- we might get help.

For example, the Police.



Investigate means to find out more about a problem.

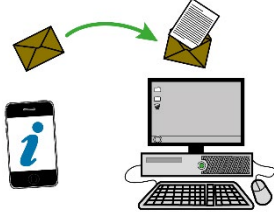
A person who investigates your complaint may **not** be a St John person.

More information



You can call us on 02 6295 3777

email



You can visit our website www.stjohn.org.au

You can email us:

enquiries@stjohn.org.au



or send your complaint in the mail.

Our address is:



Complaints Officer

St John Ambulance Australia

PO Box 292

Deakin West ACT 2600

If you need help to speak or listen



Use the National Relay Service.

Call 1300 555 727

Go to the website

communications.gov.au/accesshub/nrs

Word List

Anonymous

This means we do not know who you are.

Complaint

A complaint is when you tell us things are not going well.

This might be:

- something we said
- a service
- or a product.

Personal information

Personal information is usually private including:

- name
- phone number
- date of birth and more.

Private

Private means we will not share your personal information.

Summary

A summary is a shorter document written from a longer one.

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