

**COMMENTS** continued...

If you are sending a complaint by mail please:

- Write ***confidential*** on the envelope.
- Address it to:

The CEO  
OARS SA  
1st Floor  
53-61 Dale Street  
PORT ADELAIDE SA  
5015

The CEO will forward your letter to the appropriate Manger, or may choose to follow up personally.



**Would you like to give us some feedback or comment on our work?**

This brochure offers you the opportunity to give us feedback about our work to help us improve our work.

**OR**

**Do you want to make a complaint?**

OARS S.A will respond to any complaints in a fair and open manner to reach a positive outcome.

To provide general  
feedback or  
comment on  
services:

You can use the  
tear off slip on the  
brochure or give  
your feedback to a  
staff member.

**THANK YOU.**

OARS SA is committed to continuous  
quality improvement and capacity building to  
ensure that we provide exemplary  
services for people at risk of offending due to  
complex needs and co morbidity.

To make a complaint:

- You can use the tear off slip on this brochure, write to us or phone us.
- You can ask our staff for help with this if you wish.
- A manager will contact you within 14 days, they will investigate your complaint and will keep you informed throughout the process.
- The manager will not lay blame or be defensive.
- Confidentiality will be maintained.
- You will be informed of the outcome.
- If you are not happy with the outcome your complaint will be referred to the CEO who will contact you within 14 days.

You also have the right to discuss any complaint  
with the Ombudsman Phone: 08 8226 8683

General Feedback ☐  
Complaint ☐

Name: \_\_\_\_\_

Date: .../.../...

Contact Details

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

COMMENTS

TEAR HERE

TEAR HERE