

Feedback & Complaints

We try our best to resolve and close complaint within 21 Business Days however, it might take longer depending on the complexity of the complaint.

Providing Feedback

[Translating and Interpreting Service (TIS) available on 13 14 50]

Anyone can give a compliment, raise an issue, make a suggestion or a complaint to us by:
Speaking with a staff member or manager at The Benevolent Society on **1800 236 762**

Sending an email to customercare@benevolent.org.au

Writing to: Feedback & Complaints,
PO Box 257, Broadway NSW 2007

You can also contact The Benevolent Society through an independent advocate.



Complaint Reponse Timeframe

Acknowledge Complaint
Within 2 Business Days

Engage with Complainant
Within 3 -5 Business Days

Review or Investigate Complaint
Within 14 Business Days

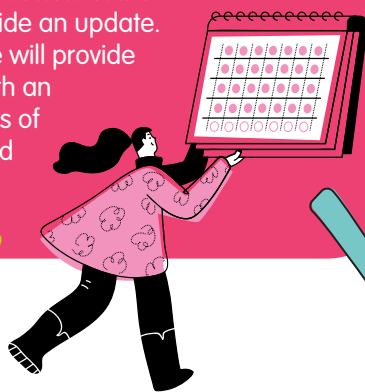
Provide Outcomes to Complainant
Within 20 Business Days

Resolve and Close Complaint
Within 21 Business Days



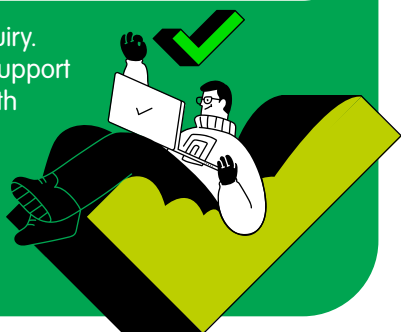
Review and update

Within 21 business days, we will aim to complete the review of the complaint and provide an update. If it takes longer, we will provide the complainant with an update on the status of the investigation and any actions taken.



If you are satisfied with the outcome of complaint

We will close the enquiry. This information will support Benevolent Society with continuous quality improvement



If you are unhappy with the outcome of the complaint

You can ask for a review by a more senior person within The Benevolent Society.

An independent advocate can also ask for a review on your behalf.

Feedback will be shared internally to support The Benevolent Society with continuous quality improvement.

