



*SANTS' mission is to work with Aboriginal Nations to deliver services to realise their aspirations.*

#### Steps to address a complaint

The following steps outline how **SANTS** will deal with your complaint:

- STEP 1** Written acknowledgement of the receipt of the complaint by the Complaints Manager.
- STEP 2** Investigation of the complaint (including clarifying issues and reviewing sources of information that can assist in the complaint determination).
- STEP 3** Investigation report written.
- STEP 4** Written advice provided to complainant.

Complaints will be updated in the **SANTS** Complaints Register and filed confidentially.

**SANTS** receives funding from the Commonwealth and South Australian Government to perform its functions and to provide other services.

#### More information

To read the SANTS Complaint Policy in full, please visit [www.nativetitlesa.org](http://www.nativetitlesa.org)



South Australian Native  
Title Services Ltd (SANTS)  
Level 4, 345 King William Street,  
Adelaide SA 5000

P (08) 8110 2800  
F (08) 8110 2811  
E [info@nativetitlesa.org](mailto:info@nativetitlesa.org)  
W [www.nativetitlesa.org](http://www.nativetitlesa.org)

## Handling Complaints



*Working to achieve sustainable Aboriginal Nations*



## Policy Statement

**SANTS** is committed to providing services in a friendly, efficient and respectful manner. All people have the right to raise concerns and make legitimate complaints and expect that the issues raised will be handled in a fair, confidential and responsive way.

**SANTS** acknowledges that clients have the right to complain if dissatisfied with the service they receive from **SANTS**.

**SANTS** is committed to the efficient and fair resolution of complaints. If you have any complaints about the service provided to you, you should raise your concern with **SANTS**.

**SANTS** records all complaints received in a Complaints Registry. The Complaints Registry includes details regarding the nature and pattern of complaints received and how they are dealt with by **SANTS**. The Complaints Registry is reviewed on a regular basis with a view to identifying and resolving both individual and systematic issues.

**SANTS** continuously seeks to improve its services and we value input from our clients to assist in that process.

## Procedure

### If you wish to make a complaint:

Put your complaint in writing, including your contact details (**SANTS** requires anyone who complains to provide their details so we can work together to resolve issues, anonymous complaints are unable to be dealt with satisfactorily), and send it to:

Chief Executive Officer  
South Australian Native Title Services Ltd (**SANTS**)  
Level 4, 345 King William Street,  
Adelaide SA 5000

**SANTS** will try to resolve your complaint promptly and fairly and will respond to you in writing within 14 working days.

If you are unhappy with our response to your complaint, you may raise the matter with the Chief Executive Officer or the **SANTS** Board and you will be advised how to do this.

### Definition of complaint

A complaint is when a client lets us know in writing that they are unhappy with something about our service delivery, and seek a specific result as a consequence of the complaint.

### Complaints Manager

The CEO acts as Complaints Manager and may delegate this authority from time to time as necessary.

### **SANTS'** view of complaints

A complaint is an opportunity to find out about services or activities which we may not be doing well and to use that information to improve our services to clients. As such:

- **SANTS** should be accountable to the users of its services.
- All complaints will be dealt with fairly, equitably, and with respect and dignity.
- Clients who complain will not be disadvantaged in any way as a result of making a complaint.
- Complaints will be kept confidential between the complainant and **SANTS**.
- **SANTS** will try to resolve the complaint in the shortest time possible.
- **SANTS** will advise the outcome of a complaint in writing.