

### Why complaints are so important

If you are unhappy with the service we provide, something needs to be done. Tell us about it.  
If we don't know about a problem you are having, we won't be able to do anything about it.

### Help with making a complaint

If you have any difficulty making a complaint, you can get someone to help you make the complaint. This can be a family member, a friend or someone from another agency. They can help you at any stage of a complaint. Some Advocacy and other agencies that can help you are listed below

### Steps to making a complaint

If the complaint is about a staff member, the complaint will be dealt with by the Operations Manager.

#### Written Complaints

- You can make your complaint in writing by using the template below and address it to:  
Attention: Operations Manager  
PO Box 2080  
Dangar NSW 2309
- You can also email your complaint to the Operations Manager at [michellea@novawomen.org.au](mailto:michellea@novawomen.org.au)
- Or you can submit your complaint using the online form on our website:  
<https://www.novawomen.org.au/feedback.html>

If the complaint is about the Operations Manager or CEO, the complaint will be dealt with by the Nova Board of Management.

- You can make your complaint in writing by using the template below and address it to:  
Attention: Chairperson of the Board  
PO Box 2080  
Dangar NSW 2309

#### Verbal Complaints

For verbal complaints you can talk directly with the staff member involved, the Team Leader or the Operations Manager by calling (02) 4023 5620.

## Other agencies that can assist with your complaint

Agency	Contact Number
NSW Department of Communities and Justice	1800 422 322
Disability Services Australia	1800 035 544
NSW Anti-Discrimination Board	1800 670 812
Ombudsman NSW	1800 451 524
Fair Trading NSW	13 32 20
Registrar of Community Housing	1800 033 940

## Your rights

- You are able to have assistance to make your complaint, either from a staff member or an external support person.
- You are able to request an interpreter
- You have the right to have your complaint handled in a confidential, professional and timely manner.
- You will be provided with information about our complaint handling process
- You will be provided with accessible ways to make complaints
- You will be listened to, treated with respect by staff and actively involved in the complaint process where possible and appropriate
- Provided with reasons for our decision/s and any options for redress or review.

## What happens next

You will receive an acknowledgement to your complaint within 48 hours for an electronic complaint and within 5 days for a letter. Any unforeseen delays will be acknowledged and explained in writing. We will aim to investigate and resolve your complaint within 4 weeks from the date of receipt and we will communicate with you throughout this process.

Your details	Name:		
	Address:		
	Phone Number:		
	Mobile Number:		
	Email:		
Complaint details			
How have you tried to resolve the issue			
Suggestions to resolve the complaint			
Details of support person (if applicable)	Name:	Ph	