|  |
| --- |
| 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 [leel@novawomen.org.au](mailto:leel@novawomen.org.au)
* Or you can submit your complaint using the online form on our website: <http://www.novawomen.org.au/complaints.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 |  |