

HOW TO MAKE A COMPLAINT

You may wish to make a complaint verbally or in writing to the following people:

- Your case worker
- the site Team Leader
- the Operations Manager
- the CEO and or the board, or
- Family and Community Services

WHO TO MAKE A COMPLAINT TO

If the complaint is about:

- a staff member, the complaint will be dealt with by the Operations Manager
- The Operations Manager or CEO, the complaint will be dealt with by The Board

FOR WRITTEN COMPLAINTS

- In writing: you can use the template below this page 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
- Or you can submit your complaint using the online form on our website:
<http://www.novawomen.org.au/complaints.html>

FOR VERBAL COMPLAINTS

You can phone (02) 4023 5620 to talk directly with the staff member involved, the Team Leader or the Operations Manager.

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 a response to your complaint within 48 hours for an electronic complaint and within 14 days for a letter. Any unforeseen delays will be acknowledged and explained in writing. Your complaint will be investigated and resolved as soon as possible and we will communicate with you throughout this process.



COMPLAINT FORM

Date:

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	
	Client Signature	Date	