COMPLAINT FORM

At the Gender Centre we consider complaints an opportunity to strengthen our services and review the GC's systems, processes and practices. In all things the Gender Centre aims to achieve its strategic goals and provide responsive, high-quality services to clients.

OUR COMMITMENT

If you make a complaint to The Gender Centre you can expect that we will:

- treat you with respect
- tell you what to expect while your complaint is being looked into
- carry out the complaint handling process in a fair and open way
- provide reasons for decisions that are made
- protect your privacy

HOW TO MAKE A COMPLAINT

All complaints handled will uphold the values and principles of consumer privacy, dignity and confidentiality and will be treated in a fair and professional manner. If you have a comment or complaint to make about the Gender Centre or a staff member, there are several ways to have your complaint heard and resolved.

All complaints are taken seriously and are welcomed as an opportunity to continually improve the quality of our service delivery. The Gender Centre's priority, whenever possible, is to seek a positive resolution to complaints. When the Gender Centre receives a complaint, the complaint will be documented in the Gender Centre's Complaints Register.

This information will be used to track the complaint's processing and inform the strategic planning and continuous quality improvement processes of our organisation. The Gender Centre's complaints management system is informed by the NSW Ombudsman's, Effective Complaint Handling Guidelines.

Any complaint of a serious nature (that involves a high level of client-related or organisational risk) is monitored and subsequently reported to the Board in detail. The Board is regularly updated on the progress and outcomes of serious complaints.

If you lodge a complaint, it will not affect the service you receive from our organisation

You may make a complaint in the following ways

- In person: to a staff member, or the Executive Director.
- By phone: to a staff member senior worker, or the Executive director.
- In writing: by fax, email or letter to the Executive Director,

Fax: 9519-8200

Email: reception@gendercentre.org.au

Letter P O Box 266 Petersham 2049

You may request at any time a copy of the Feedback/Complaints Register Form

You may request a copy of the Gender Centre's Complaints policy and procedure.

THE COMPLAINTS PROCESS

- Complaints/grievances are recorded, followed up within the designated time frame and without retribution.
- Feedback Registers are used to record feedback and complaints.
- Complaints will be responded to within 2 working days of receiving the complaint either verbally or in writing
- The Gender Centre will attempt to resolve all complaints within 28 working days of receiving the complaint or grievance
- All parties are heard in a complaint.

MAKING YOUR COMPLAINT		
Name of the person making the complaint		
		_
Your Contact Number:		_ Date: / /
Email Address		
Address (Optional):		
Please indicate who the complaint is direct A staff member	ted at Yes No	
A Gender Centre programme	Yes No	
The Gender Centre Housing program		
(Please note all complaints regarding the I working with you or the Senior Case Mana		should be addressed to the caseworker
What is your complaint about? (Attach ext	ra pages as nece	ssary)

Have you discussed your complaint with a Staff member / Case Manager or the Executive Director?
Yes No
If NO, Please state the reasons:
What would be your preferred outcome? (Attach extra pages as
necessary)
How do you believe your complaint could be resolved? (Attach extra pages as necessary)
The Gender Centre will acknowledge receipt of your complaint within 48 hours of receiving your complaint. Generally all complaints are resolved within 4 weeks after investigation
If you are unhappy with the results of this process you may lodge a further complaint with the board of directors via the secretary of the GC: secretary@gendercentre.org.au
Signed:

Consumer / Complainant: Date: / /