

Appendix 32: Client's Complaint Policy



CLIENT COMPLAINTS POLICY

The Gender Centre's Complaints procedure

Your feedback on our service is important to us. We welcome your comments on any aspect of our service.

You have the right to make a complaint if you are not happy with any aspect of the service. Your complaint will be taken seriously and dealt with fairly. Your complaint will be dealt with in a confidential manner.

If you would like to make a complaint you can go about it by:

- speaking to a member of staff or the Executive Director of the service, or
- writing a letter or email to the Executive Director of the service (saying simply what your complaint is about). If you need assistance with writing out your complaint, you can ask a member of staff or a friend to help you.

While the complaint is being investigated you will be kept informed of the process.

We will deal with your complaint in a prompt manner, usually not more than 14 days.

If you don't feel comfortable speaking with or writing to us about your complaint, you or a friend or support person can contact the NSW Ombudsman. The Ombudsman is an independent watchdog whose job it is to protect the rights of people using community services. You can discuss your complaint with them.

If you do make a complaint we will make sure you continue to receive quality services and safely access our service while your complaint is being investigated.

How to contact the NSW Ombudsman

Phone: 02 9286 1000

Toll free (outside Sydney metro): 1800 451 524

Website: www.ombo.nsw.gov.au

Email: nswombo@ombo.nsw.gov.au

If your complaint is about the way we have dealt with your personal information or your privacy, you can also contact the NSW Privacy Commissioner.

How to contact the NSW Privacy Commissioner

Phone: 1800 472 679

Website: www.ipc.nsw.gov.au

Email: ipcinfo@ipc.nsw.gov.au

We want to hear from you

You can provide your feedback by completing the form on this brochure.

Either submit the form at the office where you receive your service or mail it to the address listed below

If you are dissatisfied with the way we have managed your complaint you can contact the Board of The Gender Centre Inc by emailing to

ed@gendercentre.org.au

Contact us

The Gender Centre Inc.

P O Box 266

Petersham NSW 2049

HAVE YOUR SAY

NAME _____

Contact email _____

Contact phone _____

Your Comments below please or you can email to ed@gendercentre.org.au
