

WCS Complaint Factsheet

We aim to provide an efficient and effective service at all times. However, if you would like to make a complaint about the service provided, please see the complaints procedure below or ask our staff for advice. No one will be penalised for making a complaint of any kind.

<p>How to make a complaint</p>	<ul style="list-style-type: none"> • Wherever possible, complaints are best resolved informally by the people involved • If you have any concerns about confidentiality, you can discuss this with the person who is handling the complaint • If you have a complaint regarding a staff member, please refer directly to our Business Manager in the first instance
<p>Ways to lodge a complaint</p>	<p>You can lodge your complaint verbally or in writing. The Complaint Form will guide you with the detail that is required to lodge a complaint. Once you have gathered your information you can:</p> <ul style="list-style-type: none"> • Phone: Women's Community Shelters on (02) 9539 6859 • Email: wpo@womenscommunityshelters.org.au • Online form: found on the website (hyperlink) • Post: Attention Chief Executive Officer PO Box 462, Surry Hills, NSW, 2010
<p>Your rights under the complaints process</p>	<ul style="list-style-type: none"> • You can seek assistance to make your complaint, either from staff, or an external advocate or support person • You can request assistance from an interpreter • You can expect the handling of your complaint to be conducted in a professional, efficient and fair manner
<p>How [Shelter Name] will deal with the complaint</p>	<p>Process: we will ensure your complaint is acknowledged within 7 days</p> <p>Investigate: Including keeping you informed of the process</p> <p>Resolve: In a prompt manner, usually not more than 28 days, giving you reasons for our decisions</p>
<p>If you are not happy with the outcome of the complaint</p>	<ul style="list-style-type: none"> • If you are not satisfied with your complaint outcome or if you would prefer to lodge your complaint directly with the Women's Community Shelters Board, you can attention your complaint (marked Private and Confidential) to the Chairperson, Women's Community Shelters Board, PO Box 462, Surry Hills NSW 2010 • If you don't feel comfortable speaking or writing to us again with your complaint, you, a friend or support person can contact the NSW Ombudsman. The Ombudsman is an independent watchdog whose job is to protect the rights of people using or accessing community service providers. You can discuss your complaint with them: <ul style="list-style-type: none"> ◦ NSW Ombudsman: 1800 451 524 or (02) 9286 1000 or nswombo@ombo.nsw.gov.au or www.ombo.nsw.gov.au