

COMPLAINTS / FEEDBACK FORM

All complaints are appreciated and valued; indeed, we view complaints as an opportunity to improve our services to you. You have the right to complain, without discrimination, and recriminations, and with assistance of interpreters and/or an advocate as required.

Complaints can be verbal or written.

LSHCC Inc uses a three tier complaints handling system as follows:

TIER 1: FRONTLINE COMPLAINT HANDLING

Immediate low level resolution if possible

TIER 2: INTERNAL REVIEW/INVESTIGATION

Referred to internal review and investigation if either not resolved or not delegated to resolve at Tier 1

TIER 3: EXTERNAL REVIEW

Opportunity for complainant to apply for external review if not resolved at Tier 2

Notwithstanding the above, you have the right to escalate your complaint to a Committee Member or our funding bodies at any time if you are not satisfied with either the way the complaint is being handled, or the outcome.

Funding body: FACS

Website: www.facs.nsw.gov.au/about_us/contact_us
Phone: 02 6841 1523
Interpreter: phone 133 677

Funding body: Albury City Council

Website: www.alburycity.nsw.gov.au
Phone: 02 6023 8111

NSW Ombudsman

Website: www.ombo.nsw.gov.au
Phone: 02 9286 1000
Interpreter: 131 450
Deaf/hearing or speech impaired: phone 1300 555 727 and ask for 02 9286 1000

Lavington/Springdale Heights Community Centre Incorporated

Client Services Complaints & Suggested Improvement Form

We encourage and welcome feedback from our clients and other users of Lavington/Springdale Heights Community Centre Inc. Please complete this form to let us know what you like, what you believe could be improved, if you have a complaint or have an idea for a new service.

What type of feedback would you like to give us:

- A compliment about our service/activities
- A complaint about our service/activities
- Ideas for improving our services/activities
- Ideas for new services/activities

Does your feedback relate to:

- a particular service/activity? (which one) _____
- a staff member? (who) _____

Please write your feedback here

If you are happy for us to contact you regarding your feedback, please provide your name and contact number. If you have a complaint about a service we will need your contact details otherwise we will not be able to investigate the complaint. We would like to remind you that there are never any repercussions for clients whatever type of feedback they provide and that all feedback remains confidential with only general information about the feedback being discussed – not who provided the feedback.

Assistance is available to you should you require it; ie, you can nominate an advocate, use an interpreter etc, please ask for our notification form.

If you are not satisfied with how your feedback/complaint is being handled, or the outcome, you have the right to escalate your complaint to a Committee Member. If it is not resolved at this level, you can contact our funding bodies and/or the Ombudsman. Contact details for these entities are on the front of this form along with other advocacy services.

Name _____

Contact Number: _____

Date: _____

Thank you for your feedback