



Complaints Procedure

The Women's Centre believes that it is okay to complain and responding to complaints is one way for the Women's Centre to become a better service.

645 Olive Street, Albury, NSW 2640
PO Box 1076, Albury, NSW 2640

Phone: 02 6041 1977
Fax: 02 6041 1726
Email: email@womenscentre.org.au

What can you complain about?

You can complain about anything you think the Women's Centre or a staff member of the Centre has done which makes you unhappy, you believe is unfair and/or you believe is not what the Women's Centre said they would do.

Who can complain?

Anyone in contact with the Women's Centre or an advocate of somebody who is in contact with the Centre can complain.

1. How to complain?

Tell somebody at the Women's Centre that you want to make a complaint.

- You can speak to somebody at the office.
- You can ring 02) 6041 1977.
- You can write a letter addressed to:

Confidential

Women's Centre for Health and Wellbeing
PO Box 1076, Albury NSW 2640

2. Complain to whom?

You can complain to anyone at the Women's Centre or

- If you feel comfortable, speak to the person directly involved with your problem
- If you do not want to do that, you can speak to the Women's Centre Manager

- If you do not want to speak to the Manager you can contact the Board of Management Chairperson. Ring the Women's Centre and they will ask the Chairperson to contact you.

3. How will the Women's Centre respond?

- If your complaint is in person or by phone:

We will make a record of your complaint and explain to you in detail what you can do next.

- If your complaint is in writing:

The Women's Centre will write back to you explaining what you can do next. The Women's Centre will also take note of your complaint by recording it in the complaints register.

4. What next?

If the complaint is dealt with between you and the staff person concerned the matter ends there.

If you involve the Manager, the complaint becomes a formal one and we will register it in our complaints book. The Manager will respond within ten working days to try and resolve your complaint. The Manager can talk with you about any support/assistance from outside the Women's Centre which could be available to you (such as an advocate).

If you are not happy with this, you can complain to the Chairperson, who will try to resolve the complaint within one month.

If the complaint has not been resolved the Women's Centre will provide you with information on other options.

These options could include:

- Australian Human Rights Commission –
Tel: (02) 9284 9600
Complaints Infoline: 1300 656 419
TTY: 1800 620 241
- DAIS (Disability Advocacy & Information Services) –
Tel: 1300 886 388
- Community Justice Centre –
Tel: 1800 990 777
- Women's Health NSW –
Tel: 02 9560 0866
Email: info@whnsw.asn.au
- NSW Anti-Discrimination Board -
Fax: (02) 9268 5500
Email: complaintsadb@agd.nsw.gov.au

5. What else should you know?

- You can stop the complaints process any time you like.
- You can ask the Women's Centre to find you an independent advocate.
- Your complaint will be handled confidentially.
- The Women's Centre will make all efforts to resolve the complaint within one month of receiving it.