

How to make a complaint



NNC welcomes feedback and complaints as part of our commitment to providing high quality programs and services.

Why complaints are important

If you are unhappy with the service we provide, something **needs** to be done. Tell us about it. If we don't know about a **problem** you are having, we won't be able to do anything about it.



Everyone has the right to complain if they do not like the service we provide OR if they feel uncomfortable about

Something OR if they feel they are being treated poorly or unfairly. You can expect to be treated with respect and an

assurance that the service you receive will not be adversely affected and that your complaint will be dealt with promptly.

A complaint can be informal (just tell the NNC worker what is bothering you) or formal (a complaint where you write down what is bothering you and give it to NNC). You can get help to do this. NNC has a Feedback/Complaint Form available that you can use.

Help with making a complaint



If you have any difficulty making a complaint, you can get someone to help you make the complaint. This can be a family member, a friend or someone from another agency.

They can help you at any stage of a complaint. Some Advocacy and other agencies that can help you are listed below.

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Steps to making a complaint



Some complaints can be solved quickly. Others are more complicated and you might need to discuss it with several people before getting the problem fixed. If you have a complaint, here are the steps to follow.

Step 1: Tell an NNC staff member (or volunteer) what the problem is.

Often they can discuss what is wrong and consider what can be done to improve the situation. This helps NNC to improve our services.

If you are unhappy with what has been suggested



Step 2: Write down your complaint. (We can get help to do this if you need it). Give the complaint to the Coordinator _____ or the Manager _____ . They will meet with you within 2 weeks, listen to what you have to say and discuss what can be done.

If you are still unhappy



Step 3: Speak to the NNC Chief Executive Officer _____ . Call NNC on (02) 9564 7333 to arrange a meeting with the CEO. The CEO will meet with you as soon as possible, and will then respond to the complaint you make in person within two weeks of your meeting.

If you are still unhappy that your complaint has not been resolved



Step 4: Speak to the NNC Board of Management. They oversee the running of NNC and their job is to make sure everything runs smoothly. Where possible, you will hear back from them within one month. Call NNC on (02) 9564 7333 to tell us you want your complaint given to the Board of Management.

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If none of the above steps work—it's Okay. There are other places you can take your complaint and they can discuss it with the Newtown Neighbourhood Centre.

Advocacy Agencies

Advocates are people who can help you make a complaint if you need it. An advocate can be a family member or friend. There are also advocacy agencies that you can contact if you need help making a complaint. Here is a list of some of them:

- Disability Advocacy NSW Inc. ☎ 02 4927 0111 or 1300 365 085
- Intellectual Disability Rights Service ☎ 02 9318 0144
- Multicultural Disability Advocacy Association of NSW Inc. ☎ 02 9891 6400 or 1800 629 072
- NSW Council for Intellectual Disability ☎ 02 9211 1611
- People with Disability Australia Incorporated ☎ 02 9370 3100
- Self Advocacy (Sydney) Incorporated ☎ 02 9622 3005
- Sydney Regional Aboriginal Corporation Legal Service ☎ 02 9687 7688
- National Aged Care Advocacy ☎ 1800 700 600
- National Aged Care Commissioner ☎ 1800 550 582
- Translating and Interpreting Services ☎ 131 450
- National Relay Services for people with hearing or speech impairment contact:
 - ✓ TTY users: phone **1800 555 677** then ask for our number 1800 550 552
 - ✓ Speak and Listen users: phone **1800 555 727** then ask for our number 1800 550 552
 - ✓ Internet relay users: connect to the [National Relay Service](#) and enter 1800 550 552.

Other Agencies that can help you with your complaint

If you are not satisfied with how your complaint has been handled by NNC, you can contact an outside organisation to tell your complaint to. Some of these are:

- NSW Family and Community Services 📞 02 9377 6000
- Disability Complaints Service on: 📞 02 9319 6549
- NSW Anti-Discrimination Board: 📞 02 9268 5544 (Complaints / Enquiries Line)
or 1800 670 812
- Ombudsman NSW 📞 02 9286 1000
- Fair Trading NSW 📞 13 32 20