

Community Links Wollondilly

Complaints Procedure



The staff at Community Links Wollondilly strive to provide the best service to our clients and the community. If you feel dissatisfied with our service for any reason we would like to hear from you.

Community Links Wollondilly believe it is your right to make a complaint. You will not be disadvantaged by making a complaint.

You can make a complaint if:-

- ◆ You are not satisfied with the service provided
- ◆ You are not satisfied with your Family Worker
- ◆ You feel your rights have not been respected
- ◆ You are not happy with any other aspect of the service

How do I make a complaint?

You can make a complaint in person, by telephone or in writing. If you feel you cannot complain to the worker involved, then contact:

- ◆ The Team Leader
- ◆ The Manager
- ◆ The Management Committee
- ◆ NSW Ombudsman 1800 451 524

How is my complaint dealt with?

Your complaint will be kept strictly confidential. You will be kept informed and involved in the process. Please allow 4-6 weeks for a resolution to your complaint. You can contact the Community Services Commission on 1800 451 524 if you require independent support and advice.

Community Links Wollondilly

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**Servicing the communities of Wollondilly
and Camden for over 25 years**