



Community Links Wellbeing

# Complaints Procedure

The staff at Community Links Wellbeing 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 Wellbeing 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 Links Wellbeing**

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