

Your Rights

- * We will keep you informed every step of the way about what we are doing with the complaint and where we are at in resolving the complaint
- * We will keep information confidential as far as possible and will only discuss your complaint with people who need to know about it, with your permission
- * You will not be disadvantaged in any way because you have made a complaint. We will handle your complaint fairly and as quickly as possible
- * If you are not happy with the way your complaint is being handled, you may go to the Manager, the Management Board, New England FaCS or the NSW Ombudsman. We can help you contact the right person
- * You can have an advocate and/or support person attend meetings with you and/or speak on your behalf. If you do not know anyone who can do this, we can help you find someone you are comfortable with
- * You can ask to have decisions that are made explained to you or your advocate in person or in writing
- * If you are not happy with the outcome of your complaint, you can ask for the decision to be reviewed

What kind of Assistance is Available?

You can have an advocate attend meetings with you and/or speak on your behalf. If you do not know anyone who can do this, we can help you find someone you are comfortable with. You can also have a support person, such as a friend, family member or a person from another agency attend the meeting with you. We can hold the meetings at a convenient location for you.

We can also provide:-

- Assistance to put a complaint in writing
- An interpreter, and
- Referrals to advocacy services.



Our Contact Details

Narrabri and District Community Aid Service Inc.

53-55 Maitland Street / PO Box 593

Narrabri NSW 2390

Phone: 02 6792 4900

Fax: 02 6792 4820

Email: neighbourhoodcentre@ndcas.com



Narrabri District Community Aid Service Inc.

Feedback & Complaints

You can help us to improve our services.

We welcome feedback from clients and community, including complaints.

Complaints can help us provide better services to you and other people in the community.

53-55 Maitland Street
(Po Box 593)
Narrabri NSW 2390

P: (02) 6792 4900 ~ F: (02) 6792 4820

What can I make a complaint about?

Complaints can be about anything you are not happy about.

Who can make a complaint?

You can make a complaint yourself or have a family member, friend or someone else make the complaint on your behalf.

How do I make a complaint?

You can make a complaint by letter, phone, email or in person. If you feel comfortable, please talk to your casework first. If not, you may also go to the Manager or a Management Board member.

You may also take a complaint to New England FaCS or the NSW Ombudsman.



We Can Help you !

If you would like help please ask us to help you. We view complaints as a positive contribution to our service

How long will it take to resolve my complaint?

We will resolve your complaint as soon as possible. Some complaints can be handled quickly and others will take more time. We will let you know what we are doing about your complaint and how long it will take. We will also give you the name of the person handling your complaint and their contact details. Please feel free to contact them for an update. We will also promise to keep you informed on what is happening with your complaint.



What if I am not happy with how my complaint was handled?

Your satisfaction is important to us. Our goal is to resolve your complaint quickly and to your satisfaction as much as possible. If you are not happy with the way your complaint has been handled, please let the Manager know. If you are still not happy, please bring your complaint to the Management Board.

Please feel free at anytime to take your complaint to New England FaCS or the NSW Ombudsman on 1800 451 524.



Vision:

A connected, vibrant & inclusive community that is safe, healthy and Resilient.

Purpose:

Working with individuals and the community to build on strengths, achieve goals and create opportunity.