



## INFORMATION SHEET FOR CLIENTS MAKING A COMPLAINT

Shoalcoast Community Legal Centre (Shoalcoast) **Client Feedback and Complaints Policy** is based on the approach that informal conciliation is the best method for resolving a dispute, with formal measures being a last resort.

You may have someone accompany you when making a complaint to act as a support person/advocate, such as a family member or a friend. If you require assistance with arranging such support, you may wish to contact a relevant advocacy service.

### Step 1:

#### Speaking to the staff member you have a complaint about.

- Make an appointment to speak to the staff member you have the problem with. If this does not assist to resolve the issue, you need to contact the Centre Manager on (02) 4422 9529 or 1800 229 529. Alternatively, you can write to the Centre Manager at PO Box 1496, Nowra, NSW, 2541 – mark your letter 'Confidential'.

#### If you do not wish to speak to the staff member.

- If you feel uncomfortable speaking with the staff member about your complaint, telephone Shoalcoast and speak to the Centre Manager. The Centre Manager will respect your concerns and the staff member involved will not deal with your complaint.

### Step 2:

#### Making a formal complaint through the Centre Manager

- The Shoalcoast Centre Manager will contact you to discuss your complaint.

### Step 3:

#### Complaint dealt with by the Centre Management Committee

- After receiving written notification of the complaint, if necessary, the Management Committee will form a complaints sub-committee to investigate the complaint.

### Step 4:

#### Complaining to an external agency.

- If you are not satisfied with the outcomes of your complaint, you can complain to the following organisations:
  - Complaints about Solicitors can be made to the Office of the NSW Legal Service Commissioner on 1800 242 958.
  - Complaints about Shoalcoast to the funding body can be made to Program Manager, Community Legal Centres Program, Legal Aid NSW on 02 9219 5000.

### Your Privacy

Shoalcoast Client Privacy Information Handout is publicly available on our website. Our privacy policy aims to ensure that client personal records are kept confidential and that all information is correct and up to date. Clients can access their personal information, upon request, in the company of an appropriate staff member.

### Feedback:

If you have feedback to provide to Shoalcoast Community Legal Centre, please contact us at [info@shoalcoast.org.au](mailto:info@shoalcoast.org.au) or 1800 229 529 or connect via our website [www.shoalcoast.org.au](http://www.shoalcoast.org.au)