

South Coast & Country Community Law (SC&CCL) 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 Manager on (02) 4422 9529 or 1800 229 529. Alternatively, you can write to the 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, call 1800 229 529 and speak to the Manager. The Manager will respect your concerns and the staff member involved will not deal with your complaint.

Step 2:

Making a formal complaint through the Manager

- The Manager will contact you to discuss your complaint.

Step 3:

Complaint dealt with by the 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 SC&CCL to the funding body can be made to Program Manager, Community Legal Centres Program, Legal Aid NSW on 02 9219 5000.

Your Privacy

The SC&CCL 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 South Coast & Country Community Law, please contact us at info@scclaw.org.au or 1800 229 529 or connect via our website www.scclaw.org.au

www.scclaw.org.au | 1800 229 529 | info@scclaw.org.au

Disclaimer: This flyer is general information only and does not constitute legal advice