

Carrie's Place Feedback & Complaints Form



Complaint Information for Clients

How to Make a Complaint

You may wish to make a complaint verbally or in writing to the following people:

- Your case worker
- The Team Leader
- the CEO or Board Members, or
- Department of Communities and Justice or The NSW Ombudsman

Who to Make a Complaint To

If the complaint is in relation to:

- A staff member, the complaint will be dealt with by the Team Leader or Program Manager
- The CEO, the complaint will be dealt with by the Governance Committee.

For Written Complaints

- In writing: you can use the template below this page and address it to:

Attention: CEO

P.O. Box 310

East Maitland, NSW, 2323

- You can also email your complaint to:

info@carriesplace.org.au

- Or you can submit your complaint using the online form on our website:

<https://carriesplace.org.au/resources/compliments-complaints-feedback/>

For Verbal Complaints

You can phone (02) 4934 2585 to talk directly with the staff members involved or the Team Leader.

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Your Rights

- You are able to have assistance to make your complaint, either from a staff member or an external support person.
- You are able to request an interpreter.
- You have the right to have your complaint handled in a confidential, professional and timely manner.
- You will be provided with information about our complaints handling process.
- You will be provided with accessible ways to make complaints.
- You will be listened to, treated with respect by staff and actively involved in the complaint process where possible and appropriate.
- Provided with reasons for our decision/s and any options to redress or review.

What Happens Next

You will receive an acknowledgement of your complaint within 48 hours of Carrie's Place receiving it, and will receive a comprehensive response within 7 working days. Any unforeseen delays will be acknowledged and explained in writing.

Your complaint will be investigated and resolved as soon as possible and we will communicate with you throughout this process.

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Date:

Your Details

Name:

Address:

Phone Number:

Mobile Number:

Email:

Complaint Details

How Have You Tried to Resolve the Issue

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Suggestions to Resolve the Complaint

Details of Support Person

Name:

Phone Number:

Client Signature

Sign Here:

Date: