



# Feedback & Complaints





# FEEDBACK & COMPLAINTS

## How to provide feedback or make a complaint

You can call us, write a letter or contact us via our website by completing a Feedback and Complaint form. We can organise a meeting with you to discuss any concerns in person, over the phone or virtually.

You have the right to have a support person, carer or advocate to assist you in making a complaint, and during the resolution process.

## Information we require

You should explain your concerns clearly, including enough information so we can identify your issues of concern. This will allow us to assess your complaint to determine the most appropriate response.

## Complaint process

We encourage you to first raise your concerns with the staff member providing the service to you. If they are not able to resolve your issue, you can speak with the staff member's manager.

If you feel your complaint remains unresolved, you can proceed with contacting the Centacare Director:

P: (02) 6331 8944

E: [complaints@centacarebathurst.com.au](mailto:complaints@centacarebathurst.com.au)

## How we respond

We respond to all feedback and will treat it confidentially. Complaints will be assessed and resolved wherever possible within 7 working days. We will always try and resolve any complaint as quickly and fairly as possible. If there is a delay you will be kept up-to-date with the progress.

# YOUR RIGHT TO COMPLAIN TO AN EXTERNAL AGENCY

If you raise a concern with Centacare Bathurst and you feel that:

- We have not received/managed your complaint in a timely or fair manner;
- We have failed to successfully resolve your complaint; or
- We have not provided you with an adequate explanation of a decision;

you can escalate your complaint to an independent external agency, including the Australian or NSW State Government Department which provides funding for the program related to your complaint (please contact us for further details).

**You may also contact the following agencies:**

## **NSW Ombudsman**

1800 451 524

[nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)

[www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

## **Commonwealth Ombudsman**

1300 362 072

[ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

[www.ombudsman.gov.au](http://www.ombudsman.gov.au)

## **Antidiscrimination Board**

1800 670 812

[complaintsadb@agd.nsw.gov.au](mailto:complaintsadb@agd.nsw.gov.au)

[www.antidiscrimination.justice.nsw.gov.au](http://www.antidiscrimination.justice.nsw.gov.au)



## **NSW Information & Privacy Commissioner**

1800 472 679

[ipcinfo@ipc.nsw.gov.au](mailto:ipcinfo@ipc.nsw.gov.au)

[www.ipc.nsw.gov.au](http://www.ipc.nsw.gov.au)

## **Office of the Australian Information Commissioner**

1300 363 992

[enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

[www.oaic.gov.au](http://www.oaic.gov.au)



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