

A complaint can be...

A problem or concern
Something that is worrying you, or
Something you're unhappy about.

You can make a complaint by:

- Making a phone call
- Writing a letter
- Organising a meeting with us
- Contacting an advocacy organisation to get advice

A complaint can be made anonymously by phone or by mail.

Why make a complaint?

- You are more likely to get what you need
- It could help out others
- It improves our service
- You make decisions that affect your life

You will not get into trouble for making a complaint

At The Junction Works we treat all complaints seriously, confidentially and in a timely manner.



The Junction Works

PO Box 15, Austral, NSW 2179

135 Thirteenth Avenue, Austral, NSW 2179

Ph: 02 8777 0500

Fax: 02 9606 0528

Em: info@thejunctionworks.org

Em: feedback@thejunctionworks.org

www.thejunctionworks.org



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IT'S OK TO MAKE A COMPLAINT

All clients and service users have the right to make a complaint about their service



This brochure explains how you can make a complaint about the service you receive



THE JUNCTIONWORKS[®] Ltd
"Creating new possibilities in people's lives"

How to make a complaint about your service



1. TALK to someone you feel comfortable with about your problem, like your family or your Family Connect Worker at The Junction Works.



2. PHONE: If your problem is not sorted out you can talk to a Manager at The Junction Works. The phone number is **8777 0500**.



3. MAIL or EMAIL: You can put the problem in writing and post it to the CEO at PO Box 15, Austral 2179 or email it confidentially to **feedback@thejunctionworks.org**

We will listen to you and talk together about the problem.

We will come to an agreement on how to make things better.



BUT, if the problem is still there, or you are not happy with the result, you can talk to another agency including:

NSW Ombudsman

Ph: 9286 1000

Or online at:

www.ombo.nsw.gov.au/complaints

Ageing Disability & Home Care (ADHC)

Ph: 9334 3700 **or** 8732 1300

Australian Human Rights Commission

Ph: 1300 656 419

Or online at: www.humanrights.gov.au/

The Anti-Discrimination Board NSW

Ph: 1800 670 812 **or** 9268 5544

Email: complaintsadb@agd.nsw.gov.au

NSW Early Childhood Education and Care Directorate

Ph: 1800 619 113

Write your problem here

Name: _____

Address: _____

Phone No: _____

What happened? _____

When? _____

Where? _____

Who was there when it happened? _____

Send this completed form to
CEO
The Junction Works
PO Box 15
Austral NSW 2179

