



Graceades Community Cottage Inc.

SERVICE USER COMPLAINTS RESOLUTION

Graceades Cottage benefits from feedback you provide because problems can be identified and resolved and issues dealt with.

All service users, volunteers and members of the community have the right to complain about the service they receive and the organization. Likewise if you are happy with our services you may also like to tell us about that too.

The person making a complaint can do so without fear of retribution and be able to continue to use the services freely and be fully accepted.

WHAT TO DO:

1. In the first instance raise your complaint with the staff member or service provider concerned. If you are not happy to discuss the matter with the person involved, find someone you are comfortable with within the organization
2. If the complaint is resolved at that level no further action is required
3. If not satisfied with the outcome, talk to Graceades Cottage Manager who will fill in a Complaints Record Form and make enquiries of all relevant parties, view surveillance footage, or refer the matter to the management committee for further investigation. Issues should remain confidential.
4. Resolution to the satisfaction of all concerned will be attempted.
5. If the matter has not been dealt with to your satisfaction you may write to the Management Committee, Graceades Community Cottage Inc. PO Box 61, Emerton 2770.
6. The service user should be informed of the outcome of their complaint and be asked for feedback on the complaints procedure.
7. If the matter has gone in writing to the Management Committee it should be fully investigated by a non-involved management committee member or working party, with a resolution action plan developed. If resolution to the satisfaction of all parties is agreed, all documentation should be filed securely.
8. If after approaching the above people at Graceades Cottage and the issue is still not resolved, the service user can complain to:

NSW Community Services Commission
Level 3/128 Chalmers Street
SURREY HILLS NSW 2010

www.complaintline.com.au

Phone: (Freecall) 1800 060 409