



HOW TO MAKE A COMPLAINT

All complaints handled will uphold the values and principles of Consumer Privacy, Dignity and Confidentiality and will be treated in a fair and professional manner.

If you have a comment or complaint to make about a staff member, a program or the organisation, there are several ways to have your complaint heard and resolved. All complaints are taken seriously and are welcomed as an opportunity to continually improve the quality of our service delivery. If you lodge a complaint, it will not affect any current or future service that you receive from the program or the organisation

In person to the relevant Manager

By phone to the relevant Manager or ring 4341 9333

In writing by fax, email or letter to the relevant Manager

The Complaints Register Form is available on the website www.pccinc.com.au or you may contact a manager or the main PCC Office on (02) 4341 9333 for a copy of a Complaints Register Form.

The Peninsula Community Centre will recognise any complaint or grievance made and respond verbally or in writing within 5 working days of receiving the complaint.

The Peninsula Community Centre will attempt to resolve any complaint lodged within 28 working days of receiving the complaint or grievance.

You have the right to bring an advocate of your choice or an interpreter to an interview.



COMPLAINT REGISTER FORM

This form is designed to assist you with lodging a formal complaint against the Peninsula Community Centre Incorporated (hereafter called the PCC). Please complete this form and forward it to the address below. Please be advised that this complaint may be viewed by an auditor as part of the PCC's ongoing accreditation process.

THE COMPLAINTS REGISTER IS REVIEWED EVERY 12 MONTHS BY THE CHIEF EXECUTIVE OFFICER'S OFFICE AND BY THE BOARD OF DIRECTORS.

Name:	
Contact Number:	Date:
Address (optional):	
Complaint received by:	Date:

Type of complaint			
Please tick the main type(s) of issue(s) your complaint relates to:			
Privacy issues	<input type="checkbox"/>	Staff conduct	<input type="checkbox"/>
Policy / Program non compliance	<input type="checkbox"/>	OHS issues	<input type="checkbox"/>
Types of service	<input type="checkbox"/>	Access & equity	<input type="checkbox"/>
Program content & structure	<input type="checkbox"/>	Program information, publicity or advertising material	<input type="checkbox"/>
	<input type="checkbox"/>	Financial misconduct	<input type="checkbox"/>
	<input type="checkbox"/>	Cost of Services	<input type="checkbox"/>
	<input type="checkbox"/>	Staff skills & qualifications	<input type="checkbox"/>



What is your complaint about (Attach extra pages as necessary)

Have you discussed this with any member of the Peninsula Community Centre?

Yes No

If NO, please state the reason:

If YES, what was the response?



What would be your preferred outcome? (Attach extra pages as necessary)

How do you believe your complaint could be resolved? (Attach extra pages as necessary)

Do you require this complaint to be kept confidential?

Yes No

Please note: If a complaint is confidential it may not be possible to fully investigate the issue.

The Complaints Officer at the PCC will investigate any complaint regarding the Peninsula Community Centre, and will report back to you within 5 working days of receiving your complaint.

Signed:

Complainant name:

Date:

Checklist: Have you:

- Reassured the complainant that all complaints are treated confidentially and that they will suffer no recriminations
- Explained the complaints procedure
- Thanked the complainant for their complaint, and explained that complaints/feedback are valuable in helping to maintain and improve the service

Signed:

Position:

Date:

This form should be forwarded to:
The Complaints Officer, Peninsula Community centre, PO Box 512, Woy Woy NSW 2256