


We always try our  
best to assist. We  
want your feedback  
if we don't get it  
100% right ...




This brochure tells you how to provide  
feedback or make a complaint about a  
CatholicCare service.

[www.catholiccaredbb.org.au](http://www.catholiccaredbb.org.au)



**At CatholicCare we try to do our best to provide you with a high quality service and treat you fairly and respectfully.**

**We like to receive feedback so if there is a problem, we can fix it and do better next time.**



**Your concerns will be taken seriously and will be investigated in a straightforward and timely way.**

## How do I provide feedback or make a complaint?

You can telephone us, write a letter, post to our social media accounts, contact us via our website or organise a meeting to discuss your concerns.

You may also ask someone else to make a complaint on your behalf if you are unable to make the complaint yourself.

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

## What information should I include?

When making a complaint you should explain your concerns clearly and in your own words. You should include enough information so we can clearly identify the issues of concern. This will allow us to assess your complaint and determine the most appropriate way to respond.

## Who can I make a complaint to?

You can make a complaint at any time. We encourage you to first raise your concerns with the staff member providing the service to you.

If you do not feel comfortable speaking to this person or if they are not able to resolve your complaint, you can speak with the staff member's Supervisor (a Coordinator or Manager).

If you feel your complaint is still not resolved you can take it to a higher level of management.

If you have tried to have your concerns addressed locally, but this has been unsuccessful please contact the CatholicCare Head Office:

P: (02) 9481 2604

E: [info@catholiccaredbb.org.au](mailto:info@catholiccaredbb.org.au)

## How long will it take?

CatholicCare is committed to managing complaints in a confidential, fair and timely manner.

We undertake to contact you within 2 working days of receiving your complaint to tell you how it will be investigated.

We will take immediate action to try and resolve your complaint promptly.

We may need to make a time to meet with you to discuss your complaint further and agree what action to take to resolve your concerns.

A support person, carer, advocate and/or interpreter may attend this meeting with you.

We may decide to carry out an independent investigation into your complaint and/or develop a plan with you to resolve the issues.

CatholicCare will keep you informed about the progress of your complaint. We will let you know the decisions and/or actions we have taken to address your concerns.

## Your right to complain to an external agency

If you raise a concern with us and feel that:

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

... you can take 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 details).

You may also contact the following:

### **NSW Ombudsman**

1800 451 524  
nswombo@ombo.nsw.gov.au  
www.ombo.nsw.gov.au

### **Commonwealth Ombudsman**

1300 362 072  
ombudsman@ombudsman.gov.au  
www.ombudsman.gov.au

### **NSW Department of Education and Communities**

1300 679 332  
ecec@det.nsw.gov.au  
www.dec.nsw.gov.au

### **The Anti-Discrimination Board of NSW**

(02) 9268 5544 or 1800 670 812  
complaintsadb@agd.nsw.gov.au  
www.antidiscrimination.justice.nsw.gov.au

### **NSW Information and Privacy Commissioner**

1800 472 679  
ipcinfo@ipc.nsw.gov.au  
www.ipc.nsw.gov.au

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

1300 363 992  
enquiries@oaic.gov.au  
www.oaic.gov.au

### **NDIS Quality and Safeguards Commission**

1800 035 544  
feedback@ndiscommission.gov.au  
www.ndiscommission.gov.au

## Contact Us

### **CatholicCare Diocese of Broken Bay**

T: (02) 9481 2600  
E: info@catholiccaredbb.org.au  
W: www.catholiccaredbb.org.au