

# COMPLAINT FORM

At the Gender Centre we consider complaints an opportunity to strengthen our services and review the GC's systems, processes and practices. In all things the Gender Centre aims to achieve its strategic goals and provide responsive, high-quality services to clients.

## OUR COMMITMENT

**If you make a complaint to The Gender Centre you can expect that we will:**

- treat you with respect
- tell you what to expect while your complaint is being looked into
- carry out the complaint handling process in a fair and open way
- provide reasons for decisions that are made
- protect your privacy

## 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 the Gender Centre or a staff member, 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. The Gender Centre's priority, whenever possible, is to seek a positive resolution to complaints. When the Gender Centre receives a complaint, the complaint will be documented in the Gender Centre's Complaints Register.

This information will be used to track the complaint's processing and inform the strategic planning and continuous quality improvement processes of our organisation. The Gender Centre's complaints management system is informed by the NSW Ombudsman's, Effective Complaint Handling Guidelines.

Any complaint of a serious nature (that involves a high level of client-related or organisational risk) is monitored and subsequently reported to the Board in detail. The Board is regularly updated on the progress and outcomes of serious complaints.

If you lodge a complaint, it will not affect the service you receive from our organisation

**You may make a complaint in the following ways**

- In person: to a staff member, or the Executive Director.
- By phone: to a staff member senior worker, or the Executive director.
- In writing: by fax, email or letter to the Executive Director,

Fax: 9519-8200

Email: [reception@gendercentre.org.au](mailto:reception@gendercentre.org.au)

Letter P O Box 266 Petersham 2049



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Have you discussed your complaint with a Staff member / Case Manager or the Executive Director?

Yes    No

If NO, Please state the reasons:

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

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

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The Gender Centre will acknowledge receipt of your complaint within 48 hours of receiving your complaint. Generally all complaints are resolved within 4 weeks after investigation

If you are unhappy with the results of this process you may lodge a further complaint with the board of directors via the secretary of the GC: [secretary@gendercentre.org.au](mailto:secretary@gendercentre.org.au)

Signed: \_\_\_\_\_

Consumer / Complainant: Date:    /    /