

How to make a Complaint

Canterbury City Community Centre welcomes feedback and complaints as part of our commitment to providing high quality programs and services. We encourage people who access our programs and services to make a complaint if they are not happy with the service they are receiving.

Why complaints are important

If you are unhappy with the service we provide, something needs to be done. Tell us about it. If we don't know about a problem you are having, we won't be able to do anything about it.

Everyone has the right to complain if they do not like the service we provide OR if they feel uncomfortable about something OR if they feel they are being treated poorly or unfairly. You can expect to be treated with respect and an assurance that the service you receive will not be adversely affected and that your complaints to be dealt with promptly.

A complaint can be informal (just tell the Canterbury City Community Centre worker what is bothering you) or formal (a complaint where you write down what is bothering you and give it to the Centre). You can get help to do this. Canterbury City Community Centre also has a Feedback/Complaint Form available that you can use.

Help with making a complaint

If you have any difficulty making a complaint, you can get someone to help you make the complaint. This can be a family member, a friend or someone from another agency. They can help you at any stage of a complaint. Some Advocacy and other agencies that can help you are listed below. You can also communicate with us using the Telephone Interpreter Service on 131 450.

Contacting Canterbury City Community Centre

Canterbury City Community Centre
130 Railway Pde (PO Box 66)
Lakemba NSW 2195
Phone 9750 9344
Email : estapc@4cs.org.au

Steps to making a complaint

Some complaints can be solved quickly. Others are more complicated and you might need to discuss it with several people before getting the problem fixed. If you have a complaint here are the steps to follow.

Step 1: Tell a Canterbury City Community Centre staff member (or volunteer) what the problem is. Often they can discuss what is wrong and consider what can be done to improve the situation. This helps to improve our service.

If you are unhappy with what has been suggested



Step 2: Write down your complaint. (We can get help to do this if you need it). Give the complaint to the Service Coordinator _____ . They will contact with you within 2 weeks, listen to what you have to say and discuss what can be done.

If you are still unhappy



Step 3: Speak to a Manager (Lyn Milne, Aged Services or Kate Maclean, Capacity Building) or the Chief Executive Officer Esta Paschalidis-Chilas. Call on (02) 9750 9344 to book a time to talk. The Manager or CEO will reply to you within two weeks of you making the complaint to her.

If you are still unhappy that your complaint has not been resolved



Step 4: Ask that your complaint be referred to the Canterbury City Community Centre Board of Directors. They oversee the running of the entire Centre and their job is to make sure everything runs smoothly. Where possible, you will hear back from them within one month. The Board is informed of all complaints and can meet to resolve a complaint if the staff have not been able to resolve it.

If none of the above steps work – it’s OK. There are other places you can take your complaint and they can discuss it with Canterbury City Community Centre (See Advocacy agencies below).

Advocacy Agencies

Advocates are people who can help you make a complaint if you need it. An advocate can be a family member or friend. There are also advocacy agencies that you can contact if you need help making a complaint. Here is a list of some of them”

- The Seniors Rights Service 1800 424 079
- Disability Advocacy NSW Inc. 4927 0111 or 1300 365 085
- Intellectual Disability Rights Service 9318 0144
- Multicultural Disability Advocacy Association of NSW Incorporated 9851 6400 or 1800 629 072
- NSW Council for Intellectual Disability 921 1611
- People with Disability Australia Incorporated 9370 3100
- Self-Advocacy (Sydney) Incorporated 9622 3005
- Sydney Regional Aboriginal Corporation Legal Services 9687 7688
- The Institute for Family Advocacy and Leadership Development Association Incorporated 9869 0866
- National Aged Care Advocacy 1800 700 600
www.health.gov.au/agedcareadvocacy

Other Agencies that can help with your complaint

If you are not satisfied with how your complaint has been handled by Canterbury City Community Centre you can contact an outside organisation to tell your complaint to. Some of these are:

- Aged Care Complaints Commissioner 1800 951 822
- Commissioner for Community Service 9384 4999 or 1800 060 409
- Disability Complaints Service on 9319 6549
- Anti-Discrimination Board 9268 5555
- Ombudsman NSW 9286 5555
- Fair Trading NSW 13 32 20