

Compliment?

A compliment is when you want to tell us about a positive experience you had with our service.

If you feel we have done something well, please let us know. If you have been supported by us and you feel satisfied with our service, please let us know.

Your comments will help us improve our services for migrant and refugee women from non-English speaking backgrounds in Western Sydney and in NSW.

Share your thoughts

Share your experiences by leaving us a review on our Facebook page:

www.facebook.com/wespeakout



Complaint?

A complaint is when you want to tell us that you are dissatisfied with our service.

You are welcome to talk to us in person. You can speak with the person involved or you can talk to the Executive Officer.

If you like, you can bring along a support person.

If you are uncomfortable speaking with someone and prefer to put your concerns in writing, or if you wish to give feedback anonymously, please complete this Feedback Form.

Informal complaint

If you would like to make an informal complaint you are invited to speak with the relevant staff member or Executive Officer.

The receiver of the complaint will attempt to resolve the issue with you.

If resolution is not achieved to your satisfaction, you are welcome to make a formal complaint.

Withdrawing the complaint

You can withdraw your complaint at any time just by letting us know.

What happens to my complaint?

All complaints will be documented and recorded in line with our Feedback and Complaints Management and Record Keeping policies and procedures.

Once you have filled out the attached form, you can place it in the feedback box, or post it to our PO Box. Your complaint will then be reviewed by our Executive Officer.

If you have requested it, we will let you know that we have received your feedback and we will discuss the next steps we are taking to address your concern.

Taking further action

If your complaint is not resolved to your satisfaction, you can:

- Have your complaint referred to the Management Committee.
- Contact the Community Justice Centre to escalate your complaint.

Would you like a reply?

If you provide us with your details, we will get back to you

Name:.....

Signature:.....

Address:.....

Email:.....

Phone:.....