

Complaints Information Sheet

Service Delivery



<p>NCNS and our commitment to you</p>	<p>Nepean Community & Neighbourhood Services (NCNS) is committed to providing high quality services to those in need, but sometimes we get it wrong. You can let us know where we have made a mistake by making a complaint.</p> <p>NCNS takes all complaints very seriously, and welcomes them as an opportunity to improve the services we provide.</p> <p>This Information Sheet informs you of how you can make a complaint, and what to expect when you make a complaint.</p>
<p>What can I make a complaint about?</p>	<p>You have a right to complain to NCNS or an external agency regarding any incident or issue that occurs during the delivery of our services, or in connection with our services.</p>
<p>Your rights</p>	<p>We are committed to upholding your rights as a service user, including the right to:</p> <ul style="list-style-type: none"> • Be free from any reprisal following a complaint, such as any change to, or cancellation of, services. • Be supported to report your complaint to the relevant external body if you are not satisfied with the way we respond to a complaint, e.g. NSW Ombudsman, Health Care Complaints Commission • Be involved in decisions related to resolving a complaint. • Have your privacy and confidentiality protected. • Remain anonymous if you choose. <p>You can seek assistance to make your complaint, either from staff, or an external advocate or support person.</p> <p>You can request assistance from an interpreter.</p> <p>You can expect the handling of your complaint to be conducted in a professional, efficient and fair manner.</p>
<p>How to make a complaint</p>	<p>You can submit a complaint verbally, by letter, by email or by telephone or by completing a Complaints Resolution and Feedback form. Please note that:</p> <ul style="list-style-type: none"> • Wherever possible, complaints are best resolved informally by the people involved

	<ul style="list-style-type: none"> • If you have any concerns about confidentiality, you can discuss this with the person who is handling the complaint or ask to talk directly to the Managing Director. • If you have a complaint regarding a staff member, please contact our Operations Manager or the Managing Director.
<p>How NCNS will deal with the complaint</p>	<p>Process: we will ensure your complaint is acknowledged within 14 days</p> <p>Investigate: Including keeping you informed of the process</p> <p>Resolve: In a prompt manner, usually not more than 28 days, giving you reasons for our decisions</p>
<p>Our obligations to you</p>	<p>For all complaints made to us we will:</p> <ul style="list-style-type: none"> • Treat all complainants with dignity and respect. • Attempt to resolve the issue to the best outcome for all parties, within three weeks. • Keep you informed of developments regarding your complaint. • Maintain records regarding your complaint. • Provide support to access translation, advocacy, or other support services where appropriate. • Report any breaches of legislation to the relevant authority.
<p>If you are not happy with the outcome of the complaint</p>	<ul style="list-style-type: none"> • If you are not satisfied with your complaint outcome or if you would prefer to lodge your complaint directly with the Managing Director or Board Chair, you can send your complaint (marked Private and Confidential) to the Managing Director or Chair by email to: manager@nepeancommunity.org.au or by mail to: Nepean Community & Neighbourhood Services PO Box 7599, South Penrith NSW 2750 • If you don't feel comfortable speaking or writing to us again with your complaint, you, a friend or support person can contact the NSW Ombudsman. The Ombudsman is an independent watchdog whose job is to protect the rights of people using or accessing community service providers. You can discuss your complaint with them: <ul style="list-style-type: none"> ○ NSW Ombudsman: 1800 451 524 or (02) 9286 1000 or nswombo@ombo.nsw.gov.au or www.ombo.nsw.gov.au