

Making a service complaint or appealing a decision

This information sheet explains how to make a complaint about the service you have received from us or appeal a decision made by Taldumande Youth Services.

What can I do if I am unhappy with the service I have received?

We encourage you to let us know about it. We care about your satisfaction as our customer and your complaint also gives us an opportunity to learn how we can do better. If you feel you can, please start by raising the issue directly with the staff member or coordinator. If the issue can't be resolved this way, we have a formal complaint and appeal process to assist you.

Who can make a complaint or appeal?

Anyone who receives a service from us, including tenants, outreach clients, other residents of Taldumande Youth Services or support service.

When should I use the complaints process?

If you are unhappy with the service we have provided you, or if you wish to appeal a decision we have made about your tenancy with us.

You should start the process as soon as possible by speaking directly to your case worker or coordinator.

If you are unsure who your coordinator is or do not have their direct phone number, please call our head office on 9460 3777 for assistance.

If you remain unhappy after speaking to a staff member, you can make a complaint or lodge an appeal by:

- completing a complaint form and mailing it to us at Taldumande Youth Services, PO Box 6103, North Sydney, NSW 2059
- emailing your complaint or appeal to admin@taldumande.org.au
- using our website www.taldumande.org.au/contact/

I need help making a complaint or an appeal.

If you cannot make the complaint or appeal yourself, or would like support, please ask a friend, carer or other advocate to help you. Our complaints procedure is also open to those acting on your behalf, for example a tenant advocate or legal representative.

Summary of our complaints process

Stage 1: Coordinator

The Coordinator will speak with you to see if the matter can be resolved. If you remain unhappy, you can ask for your complaint or appeal to be taken further or put your complaint or appeal in writing by completing a Complaint Form.

Stage 2: Senior Manager

Your complaint or appeal will be reviewed by a Senior Manager. You will receive an acknowledgement of the complaint which will include the expected time frame for your complaint to be resolved. The Senior Manager or delegate will be in contact with you to discuss the outcome of your complaint.

Stage 3: Alternate Senior Manager

If you are not satisfied with the Senior Manager's response, you can ask for the complaint or appeal to be reviewed by another Senior Manager for review. You will be advised of the outcome of the review within 14 working days of the Senior Manager receiving the complaint.

Taking your complaint or appeal further

If you still wish to pursue the complaint after this process, depending on the issue you may contact organisations such as the NSW Ombudsman, the Housing Appeals Committee, NSW Civil and Administrative Tribunal or Tenants Advice and Advocacy Services.

External Complaint Contact Details

NSW Ombudsman: (02) 9286 1000

Office of the Children's Guardian (02) 8219 3600

Housing Appeals Committee: 1800 629 974

NSW Civil and Administrative Tribunal: 1300 006 228

Registrar of Community Housing: 1800 330 940

Tenants Advice and Advocacy Services: (02) 9559 2899

Your rights

We are committed to upholding your rights as a service user, including the right to:

- Be free from any reprisal following a complaint, such as any change to, or cancellation of, services.
- Be supported to report your complaint to and external organisation for further assistance if you are not satisfied with the way we respond to a complaint.

- Be involved in decisions related to resolving a complaint.
- Have your privacy and confidentiality protected.
- Remain anonymous if you choose.

Our obligations

For all complaints made to us we will:

- Treat all complainants with dignity and respect.
- Attempt to resolve the issue to the best outcome for all parties, within 14 days.
- 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.

Further Assistance

If you need assistance with writing out your complaint, you can ask a member of staff or a friend to help you.

If you would like more information on our complaints process you can ask a staff member or phone our head office in North Sydney and ask for a copy of our Complaints Management Policy.

Privacy Complaints

If your complaint is about the way we have dealt with your personal information or your privacy, you can also contact the NSW Privacy Commissioner.

How to contact the NSW Privacy Commissioner

Phone: 1800 472 679

Website: www.ipc.nsw.gov.au

Email: ipcinfo@ipc.nsw.gov.au