



Community & Youth Development Project

Policy Name	PO0511-v4-10.12 Consumer Complaints.
Related Policies	PO0139 Client Complaints, PO0512 Consumer Rights & Responsibilities.
Related Forms	FO0109 Complaints Form.
Relevant Procedures	PR0137 Client Complaints.

Consumers are encouraged to make a complaint about the Cessnock Community and Youth Development Project if they feel the service is not being effective in meeting their identified needs.

All consumers should be aware of their right to complain and have the complaints process clearly explained to them by staff. Consumers are entitled to have an advocate assist them with the complaint process and resolution.

Clients are encouraged to make their complaint in writing as this assists with clarifying the situation, however project staff will also respond to verbal complaints as appropriate. If needed, the project will find an appropriate person to assist with the complainant to put the grievance in writing.

Consumers have a right to complain about the service they are receiving without fear of retribution and can expect complaints to be dealt with promptly and transparently. The project manager should take steps to ensure that the consumer feels comfortable to continue accessing the service after making a complaint.

All complaints are to be recorded on the Kurri Kurri Community Centres Complaints Record Form, which is to be completed by the manager in response to a verbal or written complaint.

Persons affected by the complaint should be fully informed of all the facts and given the opportunity to put their case.

As far as possible, the fact that a consumer has lodged a complaint and the details about that complaint should be kept confidential amongst staff directly concerned with its resolution. The consumer's permission should be obtained prior to any information being given to other parties, including those involved in resolving the complaint.

In the first instance, consumers are encouraged to raise their complaint with the staff member concerned. If the consumer is not satisfied with the outcome or not happy to discuss the issue with the project staff concerned, they can contact the Kurri Kurri Community Centre CEO on 4937 4555 or use an advocate to negotiate on their behalf. The CEO will respond within 7 days.

If the issue is still not satisfactorily resolved after discussion with the CEO, the consumer should notify the President of the Board of Management (who will investigate the issue and respond within 4 weeks) by using the following contact details:

The President
Kurri Kurri Community Centre Inc.
P.O. Box 473
Kurri Kurri NSW 2327
P: 4937 4555

If the issue is still not resolved to the satisfaction of the consumer, they may complain to:

NSW Ombudsman
Level 4, 580 George Street
Sydney NSW 2000
Phone: Toll free 1800 451 524

The consumer should be informed of the outcome of their complaint and asked for their feedback on the complaints procedure.

PO0511-v4-10.12 Consumer Complaints.		
Approved By:	L.A	CYDO
Authorised By:	S.B	CEO
Ratified by the Board:	April 2002 February 2005 May 2007 October 2012	
Responsibilities:	CYDO	