

Please forward this form to:

Centacare NENW
150 Rusden Street
Armidale
NSW

P O Box 923
ARMIDALE
NSW 2350

*We value your feedback and input.
Please come in and let us know how we
can improve our complaints process.
Your family, carer or advocate can also
come in and have a chat about how we
can improve our complaints process.*



Locations

Armidale - Head Office

150 Rusden Street, Armidale NSW 2350
Ph: (02) 6738 7200 Fax: (02) 6771 5747
E: armidale@centacarenenw.com.au

Tamworth

201 Marius Street, Tamworth NSW 2340
Ph: (02) 6762 9200 Fax: (02) 6762 6165
E: tamworth@centacarenenw.com.au

Narrabri

1/116 Barwan Street, Narrabri NSW 2390
Ph: (02) 6792 9300 Fax: (02) 6792 3531
E: narrabri@centacarenenw.com.au

Moree

48 Auburn Street, Moree NSW 2400
Ph: (02) 6750 8500 Fax: (02) 6751 1725
E: moree@centacarenenw.com.au

Walgett

84 Wee Waa Street, Walgett NSW 2832
Ph: (02) 6817 9001
E: walgett@centacarenenw.com.au

Inverell

21 Oliver Street, Inverell NSW 2360
Ph: (02) 6721 6400 Fax: (02) 6722 1634
E: inverell@centacarenenw.com.au

Glen Innes

200A Bourke Street, Glen Innes NSW 2370
Ph: (02) 6739 7700
E: armidale@centacarenenw.com.au

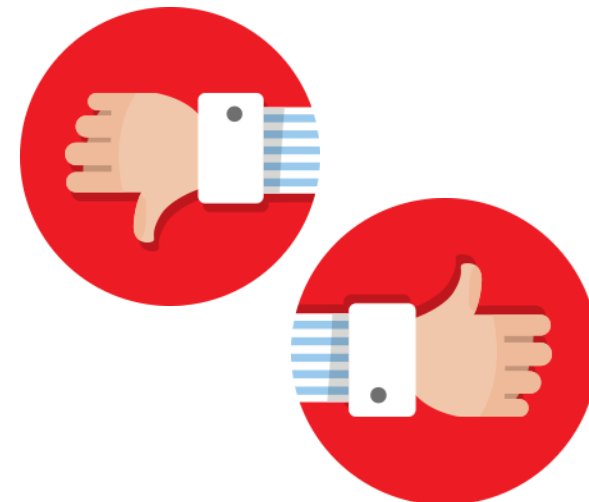
Gunnedah

31 Henry St, Gunnedah NSW 2380
Ph: 0429 056 247
E: tamworth@centacarenenw.com.au

Centacare NENW acknowledges the traditional custodians of
this land and pays respect to the elders past and present.



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Complaints Process
How to make a
complaint



What can I make a complaint about?

You can make a complaint if you feel you have been unfairly treated by Centacare NENW at any time.

You can make a complaint about the service you receive from Centacare NENW.

How do I make a complaint?

- Completing the complaints section of this brochure
- Sending in a letter of complaint
- Sending an email
- By making a phone call
- By talking to a staff member at Centacare NENW.

Complaints may be written/oral or anonymous

Who can I make my complaint to at Centacare NENW?

- Management
- A staff member at Centacare NENW
- The staff member providing service to you
- Where possible, you will be able to let us know who you would like to look after your complaint.

Please see overleaf for contact details



What happens Next?

Once your complaint has been received:-

- Acknowledgement will be given via a phone call, e-mail or letter. A delegated representative of the organisation will contact you shortly after.
- A delegate will contact you and discuss the complaints process including your rights to a support person.
- Your Complaint will be heard by the relevant parties.
- We will investigate your matter under the procedural fairness principle.
- When your matter is resolved you will receive written confirmation.

You will not be discriminated against for making a complaint.

Can I make my complaint to someone outside

Centacare NENW acknowledges the right of clients/ stakeholders to seek external support/ intervention in resolutions of complaints at any step in the process.

Information on external complaint bodies associated with a particular program will be given at the request of the clients/stakeholders.

NSW Ombudsman
Phone: 1800 451 524
Web: www.ombo.nsw.gov.au

NDIS Commissioner
PH: 1800 035 544
Web: www.ndiscommission.gov.au

Centacare New England North West COMPLAINT

Name: _____

Address: _____

Daytime Phone No. _____

My Complaint is addressed to:

- Management
 Staff member providing service to you

My Complaint is about:

- My access to services
 The service I received Other

My Complaint is:

My suggestions to resolve the matter: are:

I would prefer to be contacted by:

- phone letter email

I would like a personal interview about my complaint.

- Yes No

I need an interpreter Yes No

Language _____

