



Complaint form

Windermere Child & Family Services aims to provide a high quality service that meets your needs. If you are unhappy with any aspect of Windermere's service or a Windermere worker, one option you have available is to complete this form, and mail it to:

General Manager Client Services
Windermere Child and Family Services
48 Webb Street
Narre Warren VIC 3805

Name:

Address:

Phone:

Windermere worker's name (if relevant):

I wish to make a complaint about:

Date:

Person Completing Form: Self Other:

Interpreter Involved: Yes No

Tell us what happened:

What action (if any) do you require from Windermere to help resolve this issue? (under some legal circumstances we may have to contact you to follow up this complaint, even if you have indicated that no further action is required):

I consent to the information contained in this form being used to resolve my complaint and for informing improvements to

Windermere services and systems. Yes No
Signature of complainant or delegated advocate:

Thank you for taking the time to complete this form. We will endeavour to resolve your complaint within 10 working days.

Privacy statement: Windermere respects your privacy and will not divulge your details to any third parties. For full details of our Privacy Policy, please visit www.windermerecfs.com.au



Our mission

To improve wellbeing in children, families and communities by helping to realise their potential, building resilience and connecting people to the community.

For further information please contact our
Head Office: 48 Webb Street
Narre Warren VIC 3805
Phone (03) 9705 3200
Fax (03) 9796 7650

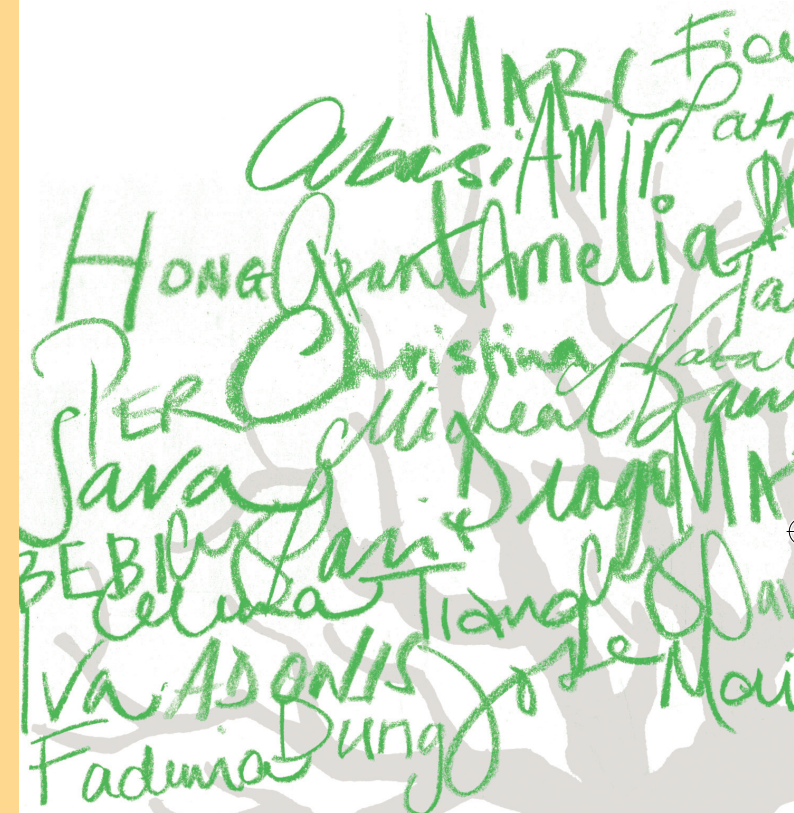
Info@windermerecfs.com.au
www.windermerecfs.com.au



If you require an interpreter, we can arrange for one to be provided.



How to make a complaint



*everyone is someone
in our community*



Making a complaint about Windermere

If you are unhappy with a Windermere service or employee, you are entitled to lodge a complaint. This brochure outlines the options available to you and explains what happens after your complaint is received.

What can I do if I am unhappy with my service or a worker at Windermere?

- Talk to your worker in person or by phone about your concerns, or ask your worker for the contact details of the service manager and talk to him/her

AND/OR

- Fill in a Complaint Form (there is one included with this brochure) or request a Form be completed on your behalf by the Service Manager at Windermere or an advocate, friend or family member of your choosing and post directly to:

**General Manager Client Services
Windermere Child and Family Services
48 Webb Street Narre Warren VIC 3805**

- Attend a Resolution Meeting arranged by Windermere at a time and place that suits you, to talk about your concern and jointly find a solution. You do not have to communicate with the person against whom you have lodged a complaint. A third party can relay information between you and the subject of the complaint. You are entitled to receive a copy of the outcome of the Resolution Meeting and any investigations.



Windermere

What will Windermere do with my complaint?

Windermere takes all complaints seriously, and has a specific response procedure. Once you have made a complaint, you can expect Windermere to:

- **Acknowledge** in writing within 5 working days that we have received your complaint
- **Listen** to you and investigate your complaint
- **Aim** to resolve the issue within 10 working days
- **Engage** external mediation where required
- **Provide** you with written confirmation of the outcome of the complaint
- **Enter** details of your complaint into our Central Grievance Register.

This information will be used to make service and system improvements to prevent similar issues from recurring. Your personal details will not be recorded in this Register.

What are my rights?

After you have made a complaint, you are entitled to:

- **Continue** to receive an uninterrupted service during the complaints procedure
- **Receive** assistance in a timely, accessible and objective manner
- **Have** your privacy respected and personal information used only in the manner that you have consented to in the Complaint Form
- **Have** Resolution Meetings conducted fairly and in a safe environment
- **Timely** decisions & actioning of recommended outcomes
- **Review** a decision that you do not agree with
- **Access** to an external mediator or dispute resolution service
- **Lodge** a complaint if these rights are not being met.

What if the situation remains unresolved?

If you are still unsatisfied, you may choose to have the matter investigated and resolved by an independent mediator or dispute resolution service:

Child Safety Commissioner

Level 20, 570 Bourke Street Melbourne VIC 3000 Ph: 8601 5884
Fax: 8601 5877 Email: childsafec@ocsc.vic.gov.au

Consumer Affairs Victoria

Level 17, 121 Exhibition Street Melbourne VIC 3000 Ph: 1300 55 81 81
Fax: 03 8684 6295 Email: consumer@justice.vic.gov.au Web: www.consumervic.gov.au

Disability Services Commissioner

Level 3/ 456 Lonsdale St. Melbourne VIC 3000 Ph: 1800 677 342 TTY: 1300 726 563
Fax: 9603 8310 Web: www.odsc.vic.gov.au

Dispute Settlement Centre of Victoria

Level 4, 456 Lonsdale Street Melbourne VIC 3000 Ph: 9603 8370 Toll Free: 1800 658 528
Fax: 9603 8355 Email: dscv@justice.vic.gov.au Web: www.justice.vic.gov.au/disputes

Equal Opportunity & Human Rights Commission Victoria

Level 3, 380 Lonsdale Street Melbourne VIC 3000 Ph: 9281 7100 Toll free: 1800 134 142
TTY: 9281 7110 Fax: 9281 7171 Email: eoc@vicnet.net.au Web: www.eoc.vic.gov.au

Health Services Commissioner - Complaints & Information

30th Floor 570 Bourke Street Melbourne VIC 3000 Ph: 03 8601 5200 Toll Free: 1800 136 066 Fax: (61 3) 8601 5219 TTY: 1300 550 275 Email: hsc@dhs.vic.gov.au

Homelessness Advocacy Service (Vic)

34 Brunswick Street Fitzroy VIC 3065 Free Call: 1800 066 256
Email: has@chp.org.au Admin: 9419 8529 Fax: 03 9419 7445

Magistrates Court of Victoria

233 William Street Melbourne VIC 3001 Ph: Visit website for your nearest Court
Web: www.magistratescourt.vic.gov.au

Ombudsman Victoria

Level 9, 459 Collins Street (North Tower) Melbourne VIC 3000 Ph: 9613 6222
Free Call: 1800 806 314 Fax: 9614 0246 Email: ombudvic@ombudsman.vic.gov.au

VALID (Victorian Advocacy League for Individuals with Disability)

235 Napier Street Fitzroy VIC 3065 Ph: 9416 4003 Freecall: 1800 655 570 (Rural Victoria only) Fax: 9416 0850 Email: office@valid.org.au Web: www.valid.org.au

Victorian Civil and Administrative Tribunal

55 King St Melbourne VIC 3000 Ph: 03 9628 9900 Email: vcac@vcac.vic.gov.au
Web: www.vcac.vic.gov.au

Victorian Employers Chamber of Commerce and Industry

Industry House 486 Albert Street Melbourne VIC 3002 Ph: 03 8662 5333
Fax: 03 8662 5462 Email: vecci@vecci.org.au

Victims Support Agency

GPO Box 4349QQ Melbourne VIC 3001 Ph: 03 8684 6700 Fax: 03 8684 6777
Email: vsa@justice.vic.gov.au