



What we can do if things go wrong

Your feedback on our service is important to us. We welcome your comments on any aspect of our service.

You have the right to make a complaint if you are not happy with any aspect of the service. Your complaint will be taken seriously and dealt with fairly. Your complaint will be dealt with in a confidential manner.

If you would like to make a complaint you can go about it by:

- Contacting the service directly by email office@thehaven.org.au, or
- writing a letter to the manager of the service (saying simply what your complaint is about) and post it to PO Box 4197 Penrith Plaza NSW 2750

If you are not happy with their response and would like to make a formal complaint, please contact WCS directly:

Client Feedback Officer
Women's Community Shelters
PO Box 462
Surry Hills NSW 2010

Our Complaints Procedure

We will deal with your complaint in a prompt manner, usually not more than 14 days from date of receipt of the complaint.

If you don't feel comfortable speaking with or writing to us about your complaint, you can contact the NSW Ombudsman. The Ombudsman is an independent watchdog whose job it is to protect the rights of people using community services. You can discuss your complaint with them.

How to contact the NSW Ombudsman

Phone: 02 9286 1000 Toll free (outside Sydney metro): 1800 451 524

Website: www.ombo.nsw.gov.au Email: nswombo@ombo.nsw.gov.au

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