COMPLAINT AND FEEDBACK FORM

DATE:----------

NAME:----------

PHONE:----------

EMAIL:----------

ADDRESS:----------

NATURE OF COMPLAINT:----------

- INF NOT ENOUGH SPACE PLEASE ATTACH ADDITIONAL PAPER.

OUR DETAILS

Port Macquarie Neighbourhood Centre
2 Dodds Street Port Macquarie NSW 2444
PO Box 5213 Port Macquarie
enquiry.portmacquarie@hns.org.au
02 6583 8044

HNS OOSH and Vacation Care
8 Boronia Street Port Macquarie NSW 2444
PO Box 5217 Port Macquarie
coordinator.oosh@hns.org.au
02 6584 2627

Wauchope Neighbourhood Centre
4 Tallowood Cresent Wauchope NSW 2446
enquairy.wauchope@hns.org.au
02 6586 4055

Lake Cathie Community Hub
34 Mulloway Dr. Lake Cathie NSW 2445
enquiry.lakecathie@hns.org.au
0408 194 947

NSW Ombudsman
Level 24, 480 Gore Street Sydney NSW 2000
nswombo@ombo.nsw.gov.au
www.ombo.com.au
1800 451 524

NSW Department of Education
ececd@det.nsw.edu.au
www.education.nsw.gov.au to access Feedback and complaints about an ECEC service form
1800 619 113

HASTINGS NEIGHBOURHOOD SERVICES
PORT MACQUARIE - WAUCHOPE - LAKE CATHIE

OOSH
HNS-OUT OF SCHOOL HOURS & VACATION CARE

MAKING A COMPLAINT

INFORMATION BROCHURE

OUR COMMITMENT

1. Hastings Neighbourhood Services is committed to a transparent and fair complaints handling system.
2. Our complaints handling policy and procedures ensure consistency and fairness in handling of all concerns.
3. We consider feedback to be essential in addressing what is not working for our community members. We are working to be problem solvers, and you can assist us by sharing your problems.
4. We respect the right of all service users to share their concerns if they are not happy with our service, feel they have been unfairly treated or discriminated against in any way.
5. We welcome constructive and respectful feedback mad in person, in writing, by phone or email.
6. You are welcome to have someone provide written feedback on your behalf.
7. All complaints will be handled with the strictest of confidentiality according to the HNS Complaints Handling Policy and Procedures which can be found on our website. www.hastingsneighbourhoodservices.org.au

OUR COMMITMENT

1. We encourage you to first provide feedback to the activity facilitator, Centre Coordinator or OOSH educator as your concerns arise. All our personnel are asked to be open to constructive feedback and to work for a positive resolution for to any concerns that would not be considered a serious incident or risk to child safety.
2. If you do not feel comfortable doing step one or you have done step one and are not happy with the outcome or the complaint is about a serious risk to all please contact the Centre coordinator via any of the contact options provided on the back of this brochure that you feel comfortable with. You can also use this form or go to our website to get an electronic version of the form.
3. Once a complaint is received it is logged in our complaints register. You will be contacted within 8 hrs. that the complaint has been received, and an investigation is underway.
4. You will be invited to speak in person with the complaints handler allocated, and asked for any additional information needed, receive information as to how the investigation will proceed and the timeline for resolution.
5. All serious incidents will be lodged with the relevant governing authority within 24 hours of receipt. of the complaint and all possible safety measure to mitigate further risk to safety implemented.
6. All complaints will be handled with respect to the views of each individual involved and with complete confidentiality as far as is possible. We are mandated reporters and any information that comes to light in the course of the investigation that alerts us to risk of harm to children will be reported to the Child Protection Authority. We will let you know this is happening and work with you to ensure support is provided.
7. Please note: if your complaint is serious and you feel it will not be handled as you would like, you have the right and are encouraged to contact the NSW ombudsman and or the NSW Department of Education. Contact deta are on the back of this form.

ADDITIONAL SUPPORT SERVICES

External mediation services

Information, Referral & Advocay

Finacial Counselling Service

Tenants Advice and Advocacy

Food Relief

Emergency Relief and Electricity vouchers