

USEFUL NUMBERS

Homelessness Advocacy Service

1800 066 256 (Free call)

Department of Human Services Corporate Complaints Unit

1300 884 706

Tenants Union of Victoria

9416 2577



Making A Complaint 2008



Registered Office :

294-300 Thomas Street
Dandenong Vic 3175

Phone: (03) 9791 6111

Fax: (03) 9793 5078

Email: info@wayssltd.org.au

Web: www.wayssltd.org.au



WAYSS Limited

ABN 38 080 191 108

Phone: (03) 9791 6111

Fax: (03) 9793 5078

Email: info@wayssltd.org.au

Making a complaint

- If possible speak to the person concerned to try to resolve the issue as soon as possible

If this is not possible you could ask someone to speak on your behalf. This could include:

- A friend or relative
- An advocacy service
(as listed on the back of this brochure)
- You can also ask to speak to the appropriate program/services Manager/Coordinator who will contact you to discuss your complaint

Formal Complaints

- Ask to speak to the program/service Manager/Coordinator.
- The program/service Manager/Coordinator will ask you if you wish to make a formal complaint
- Your complaint will be taken down in writing
- You will be notified by WAYSS of receipt of your complaint within 2 working days

Dealing with your complaint

- Your complaint will be taken seriously, investigated thoroughly and dealt with quickly and confidentially.
- You can call at any time to find out how your complaint is progressing
- The Manager/Coordinator will notify you of the outcome of your complaint within one month of lodging it

What happens with the information you provide?

- It is used to investigate and assist in resolving the complaint
- It is stored, in accordance with the Information Privacy Act and the Health Records Act, in the central complaints register
- It will be used to guide future improvements in service delivery
- It will be used to assist in developing high quality client focused services

If you are unhappy about how you were treated by the service, or would like to question the service you received, you have the right to make a complaint or raise a concern.