



Acknowledgement of Country

We acknowledge the Traditional Custodians of the land on which AWCCS is operated, the Gadigal and Wangal peoples of the Eora Nation, and their connection to the land, sea and community.

We pay our respect to their Elders past and present, and extend that respect to all Aboriginal and Torres Strait Islander peoples today.



**Aboriginal
Women &
Children's
Crisis Service**

CONTACT

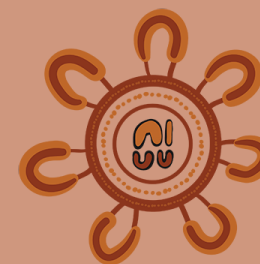
Ph: (02) 9558 1702

Email: awccs@awccs.com.au

Website: www.awccs.com.au

OPERATIONAL HOURS

Mon, Tue, Wed, Thur, Fri
8:30am–5:00pm



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PROVIDING FEEDBACK

Your suggestions and complaints can help us improve our service delivery for our clients.

There's no SHAME in speaking up, we want to know good or bad feedback.

OUR COMPLAINTS AND FEEDBACK HANDLING PROCESS

Your feedback is important to us, and we aim to be a safe place for all clients who may access the service for accommodation or outreach support. We welcome any feedback or concerns and we want to resolve it with you.

DO YOU HAVE SOMETHING TO SAY GOOD OR BAD ABOUT THE SERVICE?

You can do any of the steps below:

- Speak to a staff member.
- Write down your feedback and place it in the suggestion box.
- Send an email or a letter to the Manager.
- Send an email or a letter to the Board.
- Raise a formal complaint.
- You can contact the Ombudsman.

Your feedback, good or bad, makes us better at our job so we appreciate all that you have to say.

CHILDREN HAVE THE RIGHT TO BE HEARD TOO

AWCCS respects the right of children to independently lodge complaints and feedback. We encourage all mothers or carers to support their children through this process. You have a right to have a support person to assist you with your feedback or any issues raised.

WHAT IS A FORMAL COMPLAINT?

A formal complaint is normally made in writing either by completing a complaint form or sending an email or letter to the Manager or the Board. You may have a support person to assist you with this.

If you make a formal complaint we will follow a process which includes responding to you within 48 hours, keeping you informed of the progress of investigating and resolving the complaint, and asking you to sign off when the complaint is resolved.

If we are unable to resolve a complaint, or if at any time during the process you are unhappy with how we are managing it, you may take your complaint to the NSW Ombudsman.

WHO YOU CAN CONTACT ABOUT A FORMAL COMPLAINT

Write a letter addressed to:

AWCCS Board of Directors

Post your complaint to:
PO Box 170 Newtown 2042

NSW Ombudsman

Contact Details:
Toll Free: 1800 451 524
Web: www.ombo.nsw.gov.au
Email: nswombo@ombo.nsw.gov.au



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