



## SERVICE USER COMPLAINT FORM

Dear Service User,

Please complete the following form and return it to the Chester Hill Neighbourhood Centre. This can be done by:

- Returning the completed form to : Chester Hill Neighbourhood Centre, PO BOX 446, Chester Hill 2162
- Emailing the response to: [admin@chesonc.ngo.org.au](mailto:admin@chesonc.ngo.org.au)

This will enable us to commence our review and address the issues raised as soon as possible. Once this has occurred you will be contacted with an update of your complaint.

Please be advised that you have the right to an advocate of your choice and can refer to them in appropriate client advocacy services.

All complaints are treated as confidential and are taken seriously by the organisation. Please be assured that by making a complaint no loss of service will be caused as they provide important feedback, which enables us to maintain and improve the quality of our services.

While making a complaint we hope to best address the issue within the Chester Hill Neighbourhood Centre, however if you feel that you are dissatisfied with the conclusion, the listed services below may further enable you to voice your concerns.

Thank you for your feedback.

### Contact details:

Aged Care Complaints: 1800 500 552

Child Care Complaints: 1800 619 113

Complaints Line: 1800 000 164

If you are hearing or speech impaired, contact the National Relay Service:

Speak and Listen: 1300 555 727

TTY/voice calls: 133 677

Translating and Interpreting Services: 131 450