

Your Rights

We encourage people who use our services, or interact with us in any way, to let us know of any concerns or complaints which they may have. In responding to these complaints we are committed to:

- Fairness
- Timeliness
- Confidentiality
- Providing support to make these complaints
- Investigating the complaint thoroughly
- Referring the complaint to external bodies where appropriate
- Giving feedback to the person making the complaint.



171 Commercial Street East
Mount Gambier, SA 5290
Boandik Country
P 08 8725 0443 • F 08 8211 8041
headspace.org/mountgambier
E headspacemountgambier@unitingcommunities.org



Opening hours

Monday	9.30 am – 5.30pm
Tuesday	9.00 am – 8.00pm
Wednesday	11.30am – 5.30pm
Thursday	9.00am – 8.00pm
Friday	9.30am – 5.30pm



For further information please contact Uniting Communities

43 Franklin Street
Adelaide SA 5000

P 08 8202 5002 • F 08 8410 5785
E enquiries@unitingcommunities.org



Everyone is welcome at headspace

Making a complaint

headspace Mount Gambier



Uniting Communities Incorporated trading as Uniting Communities



An Australian Government Initiative



headspace National Youth mental Health Foundation is funded by the
Australian Government Department of Health

Why Complain?

Uniting Communities is committed to the provision of high quality service. If you are dissatisfied with a decision that affects you, or you have a complaint about a staff member, or the service we encourage you to provide feedback or make a complaint.

Complaints are an opportunity to:

- Provide us with feedback
- Resolve any concerns that you may have
- Help us improve our service

How do I make a complaint?

Make a complaint as soon as possible after the problem occurs.

- Think about what you would like done to put things right.
- If your complaint is with a staff member you may wish to speak to them directly.
- If you do not feel comfortable doing this, or the complaint is not about a staff member, contact the Centre Manager.
- If you are not satisfied with the outcome, contact the Senior Manager of Social Inclusion.

Will this affect the service I receive?

Making a complaint will not affect the service that you receive from us. We are committed to ensuring that we will manage your complaint fairly, respectfully and in a timely manner.

Contact Details

Centre Manager:

Tasja Barelds P: 08 8725 0443

Senior Manager:

Sarah Watson P: 08 8202 5691

If you advise us that you are not satisfied, a more senior person will consider your complaint. You will be given these details on request.



Taking your complaint to an external agency

You may wish to lodge your complaint with an external agency. The Health & Community Services Complaints Commissioner (HSCSS) deals with complaints about health, community or child protection services.

Contact Details

HSCSS Enquiries	P: 08 8226 8666
Mon-Fri (9am – 5pm)	P: 1800 232 007
Country SA from a landline	P: 08 8226 8699
Ombudsman	P: 08 8226 8699
Anti-Discrimination Board	P: 08 8207 1977