

## Your Rights

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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.



For further information please  
contact

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Uniting Communities

10 Pitt Street  
Adelaide SA 5000

Ph: (08) 8202 5002

Fax: (08) 8410 5785

Email: [enquiries@unitingcommunities.org](mailto:enquiries@unitingcommunities.org)



Making a  
complaint

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headspace Mount  
Gambier



## Why Complain?

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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

## Will this affect the service I receive?

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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.



## How do I make a complaint?

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- 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.

## Contact Details

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### Centre Manager:

Tasja Barelds      Ph: (08) 8725 0443

### Senior Manager:

Sarah Watson      Ph: (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

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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

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### HSCSS Enquiries

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