



Complaints Procedure

If you have an issue with one of the YWCA Canberra staff members, or you would like to lodge a complaint against a worker, the Housing Support Unit (HSU), YWCA Canberra, or another resident within the program, please do not hesitate to talk with someone from YWCA Canberra.

How to make a complaint

The purpose of this is to act as a guide for you, the resident, if you have a concern about the way you have been treated by YWCA Canberra or a YWCA Canberra staff member. YWCA Canberra welcomes comments and complaints because they help us to provide a better service. You have the right and responsibility to voice any concerns or complaints you have about the service. You can also choose the person you feel most comfortable within YWCA Canberra to pass your comments on to.

The following points are options on how to make a complaint and things you need to know before you do.

- You can talk with your Family Case Manager (FCM) or another FCM in the service. If you are not happy with the outcome as a result of this discussion, you can talk with other people listed below.
- You can talk with the YWCA HSU Coordinator. You can ring her on 6185 2000 and either talk with her on the phone or make a time to meet with her to discuss the situation.
- Once you have made a complaint you may be asked to attend a meeting so that YWCA Canberra can gather more information about the incident/complaint. It is your choice about whether or not you participate in this meeting.
- Once you have made a complaint, it is important for you to understand that in some instances you and/or the content of your complaint will not be able to remain confidential. An example of a complaint where confidentiality could not be kept is a complaint that is of a legal or criminal nature.
- YWCA Canberra will endeavor to ensure you are not disadvantaged by making a complaint.
- If the complaint is in regard to your FCM, you may be able to have a different officer.

If the complaint is unable to be resolved, you and the worker/s involved may choose to participate in mediation. If you are not satisfied with how your complaint was managed, you can pursue your complaint with these relevant Statutory bodies:

- Ombudsman
- ACT Human Rights Commissioner
- ACT Civil & Administrative Tribunal (ACAT)