



We focus on Australia's multicultural communities in which people with disabilities are full and equal members.

## **CMRC Service – How to Make a Complaint**

### **CMRC WELCOMES ALL FEEDBACK AND COMPLAINTS**

Community Migrant Resource Centre (CMRC) is committed to providing the best possible service, but we understand sometimes it does not work out as it should. If this happens we want you to tell us. In this brochure you will find information about how to make a complaint, including what you can do if you are not satisfied with the way we handle your complaint.

### **HOW WE DEAL WITH A COMPLAINT**

CMRC will contact you within 5 business days of receiving your complaint. The investigation of your complaint may take some time but we will endeavour to have it resolved within 10 business days and we will keep you informed of the progress of your complaint. Once our investigation is complete you will be contacted about our findings and you will have the opportunity to comment and provide feedback. You have the right to request a meeting with a senior member of management to discuss your concerns.

### **IMPORTANT THINGS TO REMEMBER**

- It's okay to make a complaint. We view all feedback, including complaints, as a positive opportunity to improve the quality of our services and regularly revise the way we deliver services.
- We will deal with your complaint in an ethical, timely and transparent way.
- There will be no repercussions as a result of making a complaint. You will not be disadvantaged, treated any differently or lose access to the services we provide to you.
- All complaints are treated confidentially. Only the people who need to help find a resolution will be involved.

If you are not happy with the way we handled your complaint, or you wish to appeal the outcome of your complaint, you can ask for the decision to be reviewed by our Chief Executive Officer (CEO).

You are also able to contact a relevant agency listed at the back of this brochure if you think it is relevant.



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## MAKING A COMPLAINT

You can make a complaint yourself or with the assistance of your partner, family member, friend, carer or anyone else you chose to make and manage a complaint on your behalf. Anyone can make can make a complaint at any time, even if you are no longer a CMRC participant or you are a worker with an external agency.

If you require an interpreter to lodge a complaint, please contact the Translating and Interpreting Service (TIS National) on **1800 131 450**

There are several different ways you can submit a complaint. You can:

- ✉ Send a letter addressed to the CEO at  
**Level 4, 1 Horwood Place Parramatta NSW 2150**
- ✉ Call our office on **(02) 9687 9901** speak to any staff member of your choice.
- ✉ Visit our website <http://www.cmrc.com.au/contact/> and complete the online complaints form
- ✉ Complete the form in this brochure
- ✉ Send us an email at [admin@cmrc.com.au](mailto:admin@cmrc.com.au)
- ✉ Send us a fax on **(02) 9687 9990**

If English is not your first language, you may choose to submit a written complaint in your preferred language.

You can also contact the following organisations:

Australian Human Rights Commission	Complaints Info line: 1300 656 419 TTY: 1800 620 241 Email: <a href="mailto:complaints@humanrights.gov.au">complaints@humanrights.gov.au</a> Web: <a href="http://www.humanrights.gov.au">www.humanrights.gov.au</a>
Anti-Discrimination Board (NSW)	Phone: (02) 9268 5544 Email: <a href="mailto:complaintsadb@agd.nsw.gov.au">complaintsadb@agd.nsw.gov.au</a> Web: <a href="http://www.antidiscrimination.justice.nsw.gov.au">www.antidiscrimination.justice.nsw.gov.au</a>
Department of Family and Community Services	Phone: (02) 9377 6000 TTY: 133 677 Email: <a href="mailto:servicembx@facs.nsw.gov.au">servicembx@facs.nsw.gov.au</a> Web: <a href="http://www.facs.nsw.gov.au">www.facs.nsw.gov.au</a>
Ombudsman Office (NSW)	Phone: (02) 9286 1000 Toll Free: 1800 451 524 TTY: 133 677 Email: <a href="mailto:nswombo@ombo.nsw.gov.au">nswombo@ombo.nsw.gov.au</a> Web: <a href="http://www.ombo.nsw.gov.au">www.ombo.nsw.gov.au</a>



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## CMRC Service Complaints Record Form

Office use only	
<b>Date of complaint:</b>	
<b>Complaint received by:</b>	
<b>Complaint made via:</b>	<input type="checkbox"/> Telephone <input type="checkbox"/> Letter (attached) <input type="checkbox"/> In person <input type="checkbox"/> Other
<b>Subject of complaint: CMRC -</b>	

Community Migrant Resource Centre (CMRC) is committed to providing high quality supports and services to meet your needs. Please use this form to give us your suggestions, compliments or complaints.

NOTE: Details of the complaint should be written on the next page. If there is insufficient space, attach extra sheet.

Information to be given to the Person making the Complaint:

- Reassure the client that all complaints are treated confidentially and that they will not experience any loss of support or service because they have made a complaint.
- Explain the complaints procedure.
- Thank the person for their complaint and explain that complaints are valuable in assisting to maintain and improve services provided by CMRC.

### Part A – About you

Fill in this box if you are complaining on behalf of someone else	
Name of person:	
What is your relationship to that person?	
Does the person know you are making this complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the person consent to the complaint being made?	<input type="checkbox"/> No <input type="checkbox"/> No

Fill in this box if someone is assisting you with the complaint – for example a family member, your nominee or representative.	
Name of representative:	
Organisation:	
Postal Address:	
<b>Contact Numbers</b>	
Home/Business:	
Mobile:	
Fax:	
Email:	
My preferred contact is:	<input type="checkbox"/> Home/ Business <input type="checkbox"/> Mobile <input type="checkbox"/> Email <input type="checkbox"/> Fax



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### Part B – About your complaint

#### What is your complaint about?

##### About which service?

- Enquiries/information
- Complaint handling/resolution
- Review auditing
- Referral
- Assistance in coordinating life stages
- Confidentiality
- Development of daily living & life skills
- Risk/emergency management
- Financial management
- Other (specify): \_\_\_\_\_

##### About which issues?

- Legal/Human Rights
- Participation and Inclusion
- Individual Outcomes
- Feedback and Complaints
- Service Access
- Service Management
- Decision Making and Choice
- Personal Goals
- Other (specify): \_\_\_\_\_
- Other (specify): \_\_\_\_\_

Provide some details to help us understand your concerns. You can include what happened, where it happened and who was involved or the decision made by the CMRC Service that you are unhappy about.

### Part C – Who is your complaint about?

Name of the person from the CMRC service about whom you are complaining (the respondent or the CMRC service person who made the decision)

Name:  
 Mobile:  
 Email:  
 What is this person's/organisation's relationship to you?

#### What outcomes are you seeking? (Action to be taken)

NOTE: If you want to complain about more than one person, please provide this additional information on an extra page.



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**Name of the person from the CMRC service about whom you are complaining (the respondent or the CMRC service person who made the decision)**

Name:  
Mobile:  
Email:  
What is this person's/organisation's relationship to you?

**What outcomes are you seeking? (Action to be taken)**

**Part D – Further Information**

**Supporting Information**

Please attach copies of any documents that may help us investigate your complaint (for example letters, references, emails). If you cannot do this, please tell us what you think we should obtain.

**Part E – Feedback**

**Written Feedback to be Given by (within 7 days):** \_\_\_\_\_

Name of Coordinator:

Signed:

Date:



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**If outcome unsatisfactory, referred on to:**

Name:

Date:

Organisation:

Follow up required and by whom:

**If further referral required:**

Response required by:

Person referred to:

Contact No.

Position and Organisation:

Outcome:

Follow up required:

Position:

Signed:

Date: