

NEED OUTSIDE HELP TO LODGE A COMPLAINT?

Who Else Can Help?

You have the right to contact a relevant outside body, particularly if you feel that your initial complaint has not been taken seriously or investigated.

Homelessness Assistance Service
(Office of Housing)
1800 645 329

Dept. of Health and Human Services
(03) 5434 5555

Victoria Legal Aid
(03) 9629 0234

Homelessness Advocacy Service
1800 066 256

YOUR PROTECTION: ARE YOU WORRIED ABOUT YOURSELF IF YOU COMPLAIN?

CNV acts in accordance with key legislative requirements. CNV Complaints Policy also ensures that the person making the complaint will be not persecuted, harassed or discriminated against as the consequence of filing the complaint or as a consequence of the outcome.

Gender and social equality in a violence free world.

Centre for Non-Violence

**PO Box 958, Bendigo,
Victoria. 3552.**

**Ph: (03) 5430 3000
1800 884 292**

Email : reception@cnv.org.au

**CNV also has offices in Echuca,
Maryborough and Kyneton.**

ABN 12 974 015 985

We would like to acknowledge the traditional custodians of the land upon which we live, work and learn.



HOW TO MAKE A COMPLAINT OR PROVIDE A COMPLIMENT

THE COMPLAINTS PROCESS AT CNV:

The Centre for Non Violence is committed to providing people in this region with quality services.

If you have a complaint about these services, you will be treated with respect and openness during the process.

CNV is committed to learning from complaints and compliments and to making service improvements.

CNV does not accept third party complaints without the written permission of the person who wants to make the complaint. All parties will be given an opportunity to present information for careful and impartial resolution of the matter.

Your personal information will be collected in a private space. All our computer files are password protected.

You will also be given a brochure called *Your Rights and Responsibilities* and staff will explain to you in person how the CNV complaints system works. You will not be adversely affected by making a complaint.

HOW TO MAKE A COMPLAINT:

You have the right to make a complaint about the services you or your children receive.

Firstly, consider what complaint you want to lodge and with whom. It is also worth thinking about what outcome you would like to see.

As a first step, can you safely raise the matter with the person involved? If so, please contact them.

You can make a complaint in writing, we have a complaints form on our website: www.cnv.org.au or you can make contact with a CNV staff member. This could be reception, a worker you know, a team leader or a manager. The CNV staff member you talk to will support you to make the complaint or arrange for a manager to contact you.

You can also give a friend, worker, family member or lawyer written permission to speak on your behalf. If you wish to complain anonymously, please use the form on our website.

HOW CNV WILL DEAL WITH YOUR COMPLAINT:

CNV will try to resolve your complaint within 20 business days on receiving it. Sometimes this may take longer. We will let you know if there is a delay and why.

Complaints do vary in type and risk. Serious allegations (criminal intent, major safety breaches or gross misconduct) will be dealt with within 24 hours or by the close of business on the next working day.

You may be contacted for clarification of the details of your complaint and about what action/response you require from CNV. You will also be given a photocopy of your complaint.

You can have an advocate present at all stages of the complaint process.

If you need an interpreter this can be arranged.

If you change your address or phone number during the investigation, please notify the CNV staff member who is managing the complaint.

You will be informed both verbally and in writing of the outcome of the complaint investigation.

If you are not happy with the result, you also have the right to appeal or to refer the matter to others. (See overleaf for contacts)

All formal complaints made to CNV are registered (without identifying details) for consideration in CNV on-going policy and procedure improvements.

COMPLIMENTS:

Compliments – CNV is also very happy to receive compliments. Please let your worker know about service or approaches you are happy with. You can also provide this feedback on our website.