

Others Who Can Help You

Do you need outside help to lodge a complaint?

You have the right to contact a relevant body, for example:

- Homelessness Advocacy Service on 1800 066 256
- Dept of Human Services Corporate Complaints Unit on 1300 884 706
- TTY (Deaf or hearing or speech impairment) on 1800 555 630

Your Protection

Are you worried about yourself if you complain?

- We act in accordance with key legislative requirements.
- Our Whistleblower Policy ensures that the person making a complaint will not be prosecuted, 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

Contact:

The Centre for Non-Violence, Inc.

PO Box 958 Bendigo, Vic 3552

(03) 5430 3000 or 1800 884 292

Email: reception@cnv.org.au

Website: www.cnv.org.au

ABN 12 974 015 985



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



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Your Rights and Responsibilities and Our Commitment to You

**RESPECT
DIGNITY
FAIRNESS
PARTICIPATION
FLEXIBILITY
PRIVACY**

Our organisation commits to ensuring that you:

- Receive a high quality of service;
- Receive these services and programs without discrimination;
- Are treated with respect and dignity and that your privacy will be maintained;
- Are shown respect for your culture and ability;
- Participate in decisions that impact on you;
- Are provided with confidential services. However, sometimes we have a duty of care to notify others where we hold concerns for you or someone else's safety;
- Are provided with the details of an independent advocate if you require assistance in making a complaint;
- Are informed of the procedures to access your file;
- Have your complaint heard and dealt with fairly, if you feel you have been treated badly; and
- Can appeal a decision you do not agree with and receive an answer that makes sense to you.

Your Responsibilities

With rights come responsibilities. In accessing our services, you agree to:

- Supply the correct and necessary information about yourself and your situation;
- Respect the rights of others to feel safe;
- Respect the cultural backgrounds and privacy of others;
- Treat others with respect and dignity;
- Inform us promptly when your contact details or circumstances change; and
- Be prompt for our programs and participate fully.

Our Commitment to You

- Our service upholds the safety of women and children as paramount.
- We will provide quality specialist services to you.
- We will ensure that your personal information is stored securely to maintain privacy and confidentiality.
- Our workers will refer you to another agency that can meet your needs if this service cannot do so.
- We are interested in your feedback and suggestions on how to improve our services.
- If you make a complaint about our services, you will be given an opportunity to present information for careful and impartial resolution of the complaint.

Not Happy with Our Service?

- You can complain to the staff member involved or to another person of your choice: i.e. to another worker or to the worker's program manager.
- We do not accept complaints made on behalf of another person unless that person has expressly provided written consent.
- We will try to resolve your complaint fairly and promptly.
- You may be contacted for clarification of the details of your complaint and about what action/response you require from us.
- You may have an advocate present at all stages of the complaint process; an interpreter is also possible.
- If you change your address or phone number during the complaint process, you need to notify your CNV contact person.
- You will be informed both verbally and in writing of the outcome of the complaint investigation or mediation.
- All of CNV Inc.'s complaints are registered (without identifying details) for consideration in CNV Inc's on-going policy and procedural improvements.