



Orana Support Service Inc

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Making a Complaint – Your Rights

Orana Support Service is committed to providing high quality services to those in need, but sometimes we get it wrong. You can let us know where we have made a mistake by making a complaint.

We take all complaints very seriously and welcome them as an opportunity to improve the services we provide.

What can I make a complaint about?

You have a right to complain regarding any incident or issue that occurs during the delivery of our services, or in connection with our services.

How to make a complaint

You can submit a complaint by phone, email, using our Complaint Form or using our online complaint form www.oranasupport.com.au.

Your rights

You have the right to:

- Be free from any reprisal following a complaint, such as any change to, or cancellation of, services.
- Be supported to report your complaint to an external body if you are not satisfied with the way we respond to a complaint.
- Be involved in decisions related to resolving a complaint.
- Have your privacy and confidentiality protected.
- Remain anonymous if you choose.

Our complaints procedure

A staff member will discuss with you:

- details of the complaint.
- outcomes you would like to see.

We will:

- Acknowledge the complaint.
- Provide a timeframe for resolution.
- Conduct an investigation.
- Provide the outcomes of your complaint within 14 days.

You will be given:

- The chance to ask for a review.
- Information to refer the complaint to an external body.

We will use your complaint to review our systems, policies and procedures to improve our services.

We will:

- Treat all complainants with dignity and respect.
- Keep you informed of developments regarding your complaint.
- Maintain records regarding your complaint.
- Provide support to access translation, advocacy, or other support services where appropriate.

Complaints and Appeals to External Body

If you are not happy with the outcome of your complaint and/or appeal, you may contact an external body.

- Australian Human Rights Commission - <https://humanrights.gov.au/>
- Fair Work Commission - <https://www.fwc.gov.au/>
- NSW Civil and Administrative Tribunal - <https://www.ncat.nsw.gov.au/>
- Registrar of Community Housing - <https://www.rch.nsw.gov.au/>
- Ombudsman - <https://www.ombo.nsw.gov.au/>
- Housing Appeals Committee - <https://www.hac.nsw.gov.au/>
- Tenant Advocacy Services - <https://www.tenants.org.au/all/taas>