

Steps to get help with your Complaint



1

If there is something you are not happy with about the service you have the right to tell your Support Worker, Manager, Family or Advocate so it can be sorted out as quickly as possible.

Naomi Smith
Entrepreneurship Facilitator
(02) 4851 4248

2

You will not be in trouble if you complain. Your complaint and what is to be done about it will be written down and filed in the office.

3

You can talk to the Team Leader or Manager about your complaint.

Joelyne Loechner
Contract and Compliance Manager
(02) 4250 2502

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You can talk to the Senior Manager or Executive Manager about your complaint.

David Grealy
Head of Employment
(02) 6413 5460

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And if you are still not happy

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You can talk to an Executive Manager or the Board of Directors
Call The Trust on 02 4255 8000

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If you are still not happy you can report your complaint to external complaint services.