

Making a Complaint

If you are unhappy with the service or support you are receiving from Caretakers Cottage, it is your right to make a complaint and to receive adequate service. There are a number of steps you can take:¹

- 1) Talk to your **Case Worker** about the concerns you have. This can be difficult, particularly if the person you are having issues with is a worker. In this case you can talk to the **Program Manager**. This can be done either through a written letter, a phone call or a visit to the office. Your concerns will be noted and an action plan will be discussed with you to address your concerns. Contact details are:

Caretakers Cottage	Options Youth Housing	Entity OOHC
Aliko Filis (02) 9389 0999 aliki@caretakers.org.au 96 Bondi Road Bondi NSW 2026	Kate Witherdin (02) 9388 9341 optionsyouth@caretakers.org.au 77 Newland Street Bondi Junction NSW 2022	Julie Booler (02) 9554 5017 julieentity@caretakers.org.au 146 Port Hacking Road Sylvania NSW 2224

- 2) If you are having concerns with the Program Manager, or the Program Manager is your case worker, or you are unhappy with the response you receive from the Program Manager, you can take your concerns to the **Executive Officer**. This can be done either through a written letter or a phone call. The contact details for the Executive Officer are:

Laurie Matthews (02) 9389 0999 or laurie@caretakers.org.au 96 Bondi Road, Bondi NSW 2026
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- 3) If you are still unsatisfied with how your complaint or concerns have been addressed, you can take your concerns to an independent body. The independent body in NSW that you can take your complaint or concerns to is the **Ombudsman Office**. You can either write a letter or phone the Ombudsman office. For more information on the Ombudsman you can visit their website at: www.ombo.nsw.gov.au or speak to your case worker, or another youth service, about how to lodge a complaint to the Ombudsman's Office. The contact details for the Ombudsman are:

NSW Ombudsman (02) 9286 1000 Level 24, 580 George Street, Sydney NSW 2000

¹ Records of complaints are kept in accordance to Caretakers Cottage [Privacy Policy](#). Those making complaints may have an advocate of his/her choice to complete the process. If required, Caretakers Cottage will assist the client to appoint an advocate. The complaint resolution may take up to 30 days and may take place through a meeting or other appropriate actions (mediation, formal apology, disciplinary action, etc.).

Flow Chart for Making a Complaint

