

How to provide feedback

We actively seek the input of clients and we encourage you to provide feedback both positive and negative as a source of ideas for improving our services.

If you would like to provide feedback, you may do so by:

- Completing a client survey/feedback form
- Speaking with us face to face or via phone

All feedback received is regularly reviewed and is used to inform our service planning and delivery, including any necessary re-evaluation or improvement processes.

To complete a client survey/feedback form, please visit www.tascnational.org.au.



CONTACT

Phone: 07 4616 9700

Email: feedback@tascnational.org.au



ADDRESS

Toowoomba (head office)

223 Hume Street

PO Box 594 QLD 4350



WEBSITE

www.tascnational.org.au

TASC National Limited

ABN 14 611 777 089



Legal and Social
Justice Services



TASC is a not-for-profit community legal and advocacy centre. We are funded by the government to support people in Greater South West Queensland.

TASC Legal and Social Justice Services acknowledges the Traditional Custodians throughout Australia and their continuing connection to land, sea and community. We pay respects to all First Nation's peoples and to their elders past, present and emerging.

FEEDBACK AND COMPLAINTS



We place high expectations on our staff, volunteers, social work and law students to provide high-quality services to our clients. We want to ensure that our clients are treated fairly and with respect at all times.

If you are not happy with the service provided to you or you wish to acknowledge someone who has been particularly helpful, this brochure will outline how to let us know.

What is a complaint?

A complaint is a statement made about a service or person that you feel is unacceptable or unsatisfactory.

You have a right to make a complaint about:

- Any information given or action taken by a staff member or volunteer of the centre/s
- A perceived breach or your human rights
- The personal behaviour of a staff member or volunteer of the centre
- The physical amenities or administration of the centre.

How to make a complaint

You can do this:

- In person to the staff member you have been dealing with or their supervisor/manager.
- In writing to The Chief Executive Officer or the Chairperson of the Board of Directors via post or email (please see back of the brochure for details).

Once your complaint is received it will be allocated to a manager/CEO who will be responsible for handling the following steps:

- Examining/investigating your complaint
- Preparing a response to your complaint
- Informing you of your complaint.

Who will know about your complaint

A record of all complaints is kept by TASC however it will remain confidential and only the people involved in the process of resolving the complaint will be made aware of it. This includes any workers you may have complained about.

The nature and outcome of all complaints is reported to the Chief Executive Officer and if necessary to the TASC Board of Directors. This information is then used to improve our services.

How long will it take to receive an outcome of my complaint?

You should allow at least 28 days to receive notice of the outcome of your complaint. If it is expected to take longer than this to resolve, the manager/CEO will let you know.

What if I am unhappy about the outcome of my complaint?

If you are unsatisfied or disagree with the outcome of your complaint you may lodge an appeal.

To do this, raise your concerns in writing to TASC's Chief Executive Officer (CEO) or Board of Directors, via the address on this brochure.

