



## About us

Liberty Domestic and Family Violence Specialist Services provides specialist support and housing services to women and families affected by domestic and family violence and homelessness in the Port Macquarie Hastings region.

The organisation was formed in 1980 as the Hastings Women and Children's Refuge Inc. and has since evolved to provide a wide range of services to those in need of domestic violence and homelessness support.

## Making a complaint

Liberty is committed to providing high quality services.

We welcome feedback from our clients and those who have contact with us, to help us improve the services we provide.

You can let us know where you feel we could have provided better service by making a complaint.

We respect your right to complain if you:

- are not happy with any aspect of our service
- feel you have been treated unfairly
- feel you have been discriminated against

Liberty will endeavor to resolve your complaint as soon as we can, and keep you informed of the process.

## How to make a complaint

You can make a complaint in the following ways:

- submit a form online at [libertyservices.org.au](http://libertyservices.org.au)
- email us at [info@libertyservices.org.au](mailto:info@libertyservices.org.au)
- fill in the form in this brochure and post it to PO Box 431, Port Macquarie NSW 2444
- drop your completed form to Liberty Cottage, 22 Table St, Port Macquarie
- phone us on 02 6583 2155

## Our complaints procedure

A complaint can be made to any staff member, and if they cannot resolve it, it will be referred to a manager.

Complaints will be examined within two business days of being received.

We will contact you by letter or email within five business days, to advise of the steps being undertaken and the expected timeframe for resolution.

If appropriate, we will investigate the circumstances surrounding your complaint.

We will make a decision or refer to the appropriate people for a decision within 10 business days of the complaint being received.

We will let you know the outcome of your complaint.

If you are not satisfied, you can seek further review of the matter by the Board within a further 10 business days. Use any of the contact methods listed above and address your complaint to: The Chair, Liberty Board of Management.

## Your rights

We are committed to upholding your 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 the NSW Ombudsman if you are not satisfied with the way we respond to the complaint [ombo.nsw.gov.au](http://ombo.nsw.gov.au) | 1800 451 524
- be involved in decisions related to resolving a complaint
- have your privacy and confidentiality protected, or remain anonymous if you choose

## Our obligations

For all complaints made to us we will:

- treat all complainants with dignity and respect
- attempt to resolve the issue to the best outcome of all parties, within 10 business days
- keep you informed of developments regarding your complaint
- maintain records regarding your complaint
- provide support to access translation, advocacy, or support services
- where appropriate report any breaches of legislation to the relevant authority

