



ALS

Aboriginal Legal Service (NSW/ACT) Limited

HOW TO MAKE A COMPLAINT

This form is for people who have a complaint about the ALS.

WHAT CAN I MAKE A COMPLAINT ABOUT?

- the quality of service you received
- the treatment you received
- a decision by the ALS

WHEN CAN I MAKE A COMPLAINT?

You must make your complaint to us within three months of having received the service or decision you wish to complain about.

HOW DO I MAKE A COMPLAINT?

You can tell us your complaint, and a staff member will write it down. You can also write a letter, outlining your complaint. You can use this form to write down your complaint. If you need help, a member of staff can assist you.

WHAT WILL HAPPEN WHEN I MAKE A COMPLAINT?

ALS will take your complaint very seriously. Your complaint will be sent to ALS Head Office. An Officer will be appointed to investigate your complaint. The Officer will contact you by telephone or letter. They will explain the investigation process, and they will discuss your complaint. They will then investigate your complaint. Within a reasonable amount of time, the Officer will advise you in writing of the outcome of the investigation.

WHAT CAN I DO IF I AM NOT SATISFIED WITH THE OUTCOME OF THE INVESTIGATION?

If you are not satisfied with the Officer's decision you may, within two months of being notified of the Officer's decision, request a review.

WHO DO I MAKE A COMPLAINT TO?

Post: Complaints - Head Office
Aboriginal Legal Service (NSW/ACT)
PO Box 646, Surry Hills NSW 2010

Fax: (02) 8303 6688

Phone: (02) 8303 6699

Complaints Form

Name:		
Address:		
Phone Number:	Day	Night
Type of Complaint: (Please tick)	<input type="checkbox"/> quality of service <input type="checkbox"/> the conduct of an ALS staff member. Please indicate their position, if known: <input type="checkbox"/> Lawyer <input type="checkbox"/> Field Officer <input type="checkbox"/> Administration Officer	
Date this occurred:		
Place where this occurred:		
Details:		

Post this Complaints Form to:
Complaints - Head Office
Aboriginal Legal Service (NSW/ACT) Ltd
PO Box 646, Surry Hills NSW 2010

Or fax this Complaints Form to:
(02) 8303 6688