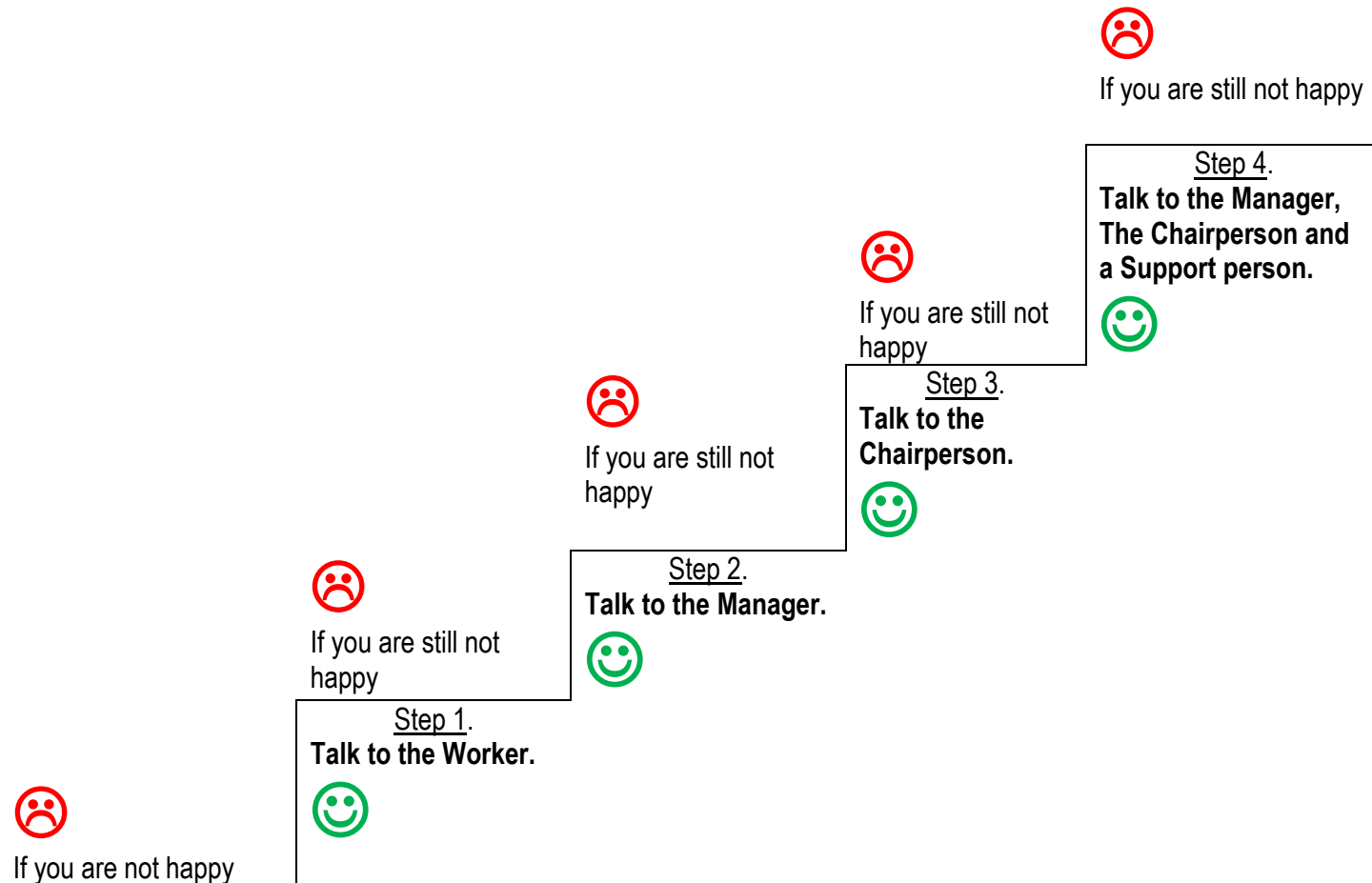


5 STEP COMPLAINT PROCESS

Who you should talk to if you are not happy with CCDN's service?

We will try to fix the problem at the first step!

You only need to take another step if you are still not happy!



Step 5.
Talk to other places who will help you sort out the problem:

- Disability Complaints 1800 424 007
- Human Rights & Equal Opportunities Commission 1300 656 419
- The Ombudsman 1300 362 072; or
- The Aged Care Complaints Commissioner 1800 550 552 (agedcarecomplaints.gov.au)

MAKING A COMPLAINT ABOUT A SERVICE AT CENTRAL COAST DISABILITY NETWORK

If you are not happy about the service given, or the way you are being helped, you can make a complaint

You should not be afraid to make a complaint

You can get someone to help you talk about your complaint

What you tell us will be kept private

Even if you make a complaint, you can still get help from the service

If you want, you can talk to the worker you know first and write down your complaint

If you don't want to talk to the worker, you can talk to the Manager

If you don't want to talk to the Manager, you can talk to the Chairperson

A complaint form will be filled out and we will try to sort it out

We will work with you until you think that your problem has been sorted out