

HOW TO MAKE A COMPLAINT

If there is something that you're not happy with, or something that you'd like to change, you can let us know by making a complaint.

If you want to make a complaint there are a few ways you can do this:

Talk to your Caseworker, or someone from WCF that you feel comfortable talking to. This might be your support worker, mentor, or someone else that supports you at WCF.

Everyone at WCF will take your complaint seriously and do their best to help you, but if you are still not happy, there are other people who you can talk to.

You can ask your Carer, Caseworker, or support worker to help you talk to a manager at WCF

If you've tried these steps, but are still not happy you can either:

Talk to someone from the FACS Feedback and Complaints Unit by calling 1800 000 164

or

Talk to someone from the NSW Ombudsman by calling 1800 541 524