

### Head Office

441 Nepean Highway t (03) 9783 3600  
Frankston Vic 3199 1800 064 784 (0359 std only)  
dx 19953 Frankston f (03) 9770 5200  
Melway Ref: 100A C6 e pclc@pclc.org.au

Monday to Friday 9am—5pm

[www.pclc.org.au](http://www.pclc.org.au)

Reg A8T  
ABN 23591244622

## Free Legal Services

*If you are not satisfied with our service, you can make a complaint. We understand that it can be difficult to make a complaint and we will always try to deal with your concerns seriously, promptly and confidentially.*

### Bentleigh East

82 Brady Road t (03) 9570 8455  
Bentleigh East Vic 3165  
Melway Ref: 78 A4  
Monday & Thursday evening  
By appointment only

### Cranbourne

Suite 12, 33-39 High Street t (03) 5995 3722  
Cranbourne Vic 3977  
Melway Ref: 133 J5  
Monday to Friday  
9am - 5pm

### Pines

28 Mahogany Avenue t (03) 9786 6980  
Frankston North Vic 3200  
Melway Ref: 99 J8  
By appointment only

### Rosebud

1375 Point Nepean Road t (03) 5981 2422  
Rosebud Vic 3939  
Melway Ref: 170 B1  
Monday, Wednesday & Thursday  
9am - 5pm

# Service User Complaints

## Complaints

You have a right to make a complaint about the services provided by Peninsula Community Legal Centre staff or volunteers, how you were treated or other matters.

All complaints will be dealt with:

- seriously
- promptly
- respectfully
- in a way that protects privacy and confidentiality
- following natural justice principles.

If you need help with making a complaint you can use your own advocate or support person. You can also speak with us about how we may assist.

## How to make a complaint

It may be appropriate to **informally** raise your concern directly with the worker involved.

### Verbal complaints

- Verbal complaints may be made by asking to speak with the relevant General Manager
- If you are not satisfied with action taken or if the complaint is about a General Manager, you may ask to speak with the Chief Executive Officer.
- If you are not satisfied by the action taken by the Chief Executive Officer, or if the complaint is about the Chief Executive Officer, you may send a written complaint to the Chairperson of the Management Committee.

### Written Complaints

Written complaints should be addressed to the:

Chief Executive Officer  
Peninsula Community Legal Centre Inc.  
441 Nepean Highway  
Frankston Vic 3199

If the complaint is regarding the Chief Executive Officer or the Management Committee, the written complaint should be addressed to the Chairperson and marked "Private and Confidential".

## How we deal with complaints

**Verbal complaints** will be followed up by the relevant person.

The Chief Executive Officer (or Chairperson) receives and follows up **written complaints**.

The person making a written complaint (the complainant) will be contacted within 14 days of receipt of the complaint. Information about the process and timeframe for addressing the complaint will be provided.

We may ask you for further details.

As far as possible, complaints will be investigated and an outcome determined within 28 days of the complaint being received. If this timeframe cannot be met, and where appropriate, the complainant will be informed of the reasons why and of the anticipated time frame.

We will advise you when the investigation of a complaint has been completed. If it is appropriate, we may advise you of the outcome or decision. We will also advise you of options for further action if required – such as seeking a review of the matter by the Management Committee or making a complaint to external bodies.

The Centre's Management Committee receives reports about written complaints. The Chief Executive Officer keeps records of all client complaints. We use this information to review and improve our services.

We welcome your feedback regarding the service users complaints process

## External Complaint Bodies

Complaints about lawyers may be made to the:

### Legal Services Commissioner

GPO Box 492  
Melbourne, Victoria, 3001  
Ph: (03) 9679 8001  
Fax: (03) 9679 8101  
Email: [admin@lsc.vic.gov.au](mailto:admin@lsc.vic.gov.au)  
Website: [www.lsc.vic.gov.au](http://www.lsc.vic.gov.au)

You may request a full copy of our ***Managing Service User Complaints policy and procedures***.

