

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

CONTACT US

9783 3600

1800 064 784

Head Office

441 Nepean Highway, Frankston Vic 3199
(Mon to Fri 9am - 5pm)

BRANCHES

Bentleigh East

82 Brady Rd, Bentleigh East Vic 3165
(Mon & Thurs evenings - by appointment)

Cranbourne

Suite 12, 33-39 High St, Cranbourne Vic 3977
(Mon to Fri 9am - 5pm)

Frankston North

28 Mahogany Ave, Frankston North Vic 3200
(by appointment)

Rosebud

1375 Point Nepean Rd, Rosebud Vic 3939
(Mon, Wed & Thurs 9am - 5pm)

www.pclc.org.au

e: pclc@pclc.org.au

f: 9770 5200

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Reg A8T ABN 23591244622

SERVICE USER COMPLAINTS

free legal services



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 Manager.
- If you are not satisfied with action taken or if the complaint is about a 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

We may ask you for further information.

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".

External complaints

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
Website: www.lsc.vic.gov.au

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

HOW WE DEAL WITH COMPLAINTS

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.

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.