



PATH Complaints Procedures

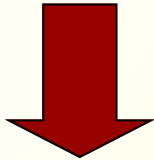
PATH welcomes your feedback and complaints.
What to do if you have a complaint:

START HERE

Talk to a staff member. Tell us why you are not happy.

Satisfied? The process stops.

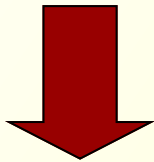
Not satisfied? Or the complaint is about the staff member or is a serious complaint? **Go to next stage.**



Talk to PATH's Manager. Tell us why you are not happy.

Satisfied? The process stops.

Not satisfied? Or the complaint is about the Manager or is about a very serious issue? **Go to next stage.**

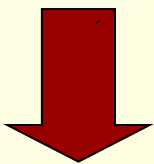


Talk to PATH's Board Chairperson. Tell us why you are not happy.

Satisfied? The process stops.

Or still feel your complaint has not been resolved?

You have the right to go to next stage, outside PATH.



PATH will give you the information you need to take your complaint to:

NSW Ombudsman Community Services Division
Level 24, 580 George Street
SYDNEY NSW

Tel: 1800 451 524

- ☞ You can make a complaint by talking with us in person, by telephone, by email or a letter.
- ☞ A PATH staff or Board member will contact you within 14 days of receiving your complaint to arrange a meeting with you.
- ☞ If you need help to make a formal complaint in writing, PATH may help you, or you may ask a friend, family member or advocate to help you.
- ☞ You may also have your friend, family member or advocate attend all your meetings with PATH while we work towards resolving your complaint.
- ☞ Contact PATH staff and the Board Chairperson via the PATH office:
Suite 115, 114-116 Henry Street
PO Box 1288
PENRITH NSW 2751
Tel: 02 4721 0866
Email: path@path.org.au

Remember:
You have the right to make a complaint.