

What if I am not satisfied with the outcome of my complaint?

If you are not happy with the outcome of your complaint, there are other options available. External organisations are available to help you resolve your complaint, as well as advocacy services.

NSW Ombudsman

Phone: 02 9286 1000 or
1800 451 524
or you can make a complaint
online at
www.ombo.nsw.gov.au

Independent Advocate

Phone: 02 9393 9000

For translation services, please call the
Translating and Interpreting Service (TIS)
on **131 450**.

If you have any questions, or would like to discuss anything further, please contact us via one of the following:

 **0402 911 807**

 admin@murupathways.com.au

 PO Box 37, Hamilton, NSW 2303



murupathways.com.au

Feedback & Complaints



Have a suggestion, feedback or a complaint?
Here's what you need to know...



YOUR FEEDBACK & COMPLAINTS ARE IMPORTANT TO US

Your compliments, feedback and complaints help us to improve our service and the supports we provide.

Giving feedback or lodging a complaint will not affect the level of service you receive from Muru Pathways.

What if I have feedback, suggestions and/or compliments?

How you feel about us and the services that we provide you matters to us.

We encourage you to be active within the service and provide compliments, feedback and/or suggestions for improvement to help us better our service.

You can do this by telling someone, by sending us an email or letter, or through our website (details are on the back of this brochure).

Can I make a complaint?

Yes, if you have any concerns or are not happy with the service you receive from Muru Pathways, you can make a complaint to help us improve our services.

If you are complaining on behalf of someone else, you should make sure the person knows about it.

Confidentiality

All complaints made to or about Muru Pathways are confidential. This means that only the people who are involved with the complaint and in the complaint process will know about it.

You also have the option of complaining anonymously, meaning that no-one will know it was you making the complaint. If you wish to remain anonymous though, it may limit the ways in which we can help.

How do I complain?

Making a complaint is simple, and you will be guided and informed throughout each step.

You can make a complaint by telling a staff member, or by emailing, writing or filing out the complaint form on our website.

Complain forms are also available at our office on Hunter Street.

If you feel it necessary, we encourage you to have a support person (friend, relative, carer or advocate) to help you during the process.

What happens when I give feedback or make a complaint?

The following outlines what will happen when you give a compliment, feedback or make a complaint to or against Muru Pathways. You will be informed and supported throughout each step.

We encourage you to talk to your Coordinator first about your complaint. If they cannot resolve your concern, we will take the following measures to ensure your complaint is handled quickly and appropriately.

