



NSW CAG Complaints Form GRF 001

NSW CAG values the opinions and views of its clients and stakeholders and is committed to providing the best possible representation and service. NSW CAG wants to hear about any concerns or inadequacies our clients and stakeholders have about the organisation, in order to identify their origin and take steps to remedy them.

NSW CAG encourages all clients and stakeholders to read our Complaints policy, which is available from our website or by calling NSW CAG. If you want to make a complaint about NSW CAG, please fill out this form and send it in.

Your name (optional) _____
If you would like a response to this complaint, please provide your contact details below

Address _____

Suburb _____ **State** _____

Email address _____

Today's date _____

Your complaint relates to:

- Standard of service received from NSW CAG
- Failure to receive a service or to meet client or stakeholder needs
- NSW CAG's policies or procedures
- Behaviour of staff or Board members toward clients and stakeholders
- Other

Please tell us your concerns and explain to us what happened. If your complaint is about a particular incident, make sure you include the time, the date and what happened.



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Who should you make your complaint to?

If your complaint is about a standard of service, a NSW CAG project, communications from a staff member or the behaviour of a staff member, direct your complaint to the Executive Officer.

If the complaint is about the Executive Officer, please contact one of NSW CAG's Board members.

If the complaint is about a member of the Board, or the Board of NSW CAG, please contact the Executive Officer.

What happens then?

You will receive an acknowledgement from NSW CAG within 14 days of sending in your complaint. This acknowledgement will explain what NSW CAG has decided to do. The Complaints procedure is outlined in the NSW CAG Complaints Policy.

Please forward your complaint to:

NSW CAG, Suite 501/ 80 William Street, Sydney NSW, 2000 or

complaints@nswcag.org.au

You can also make your complaint about NSW CAG directly to:

Manager, Prevention and Community Partnerships
NSW Mental Health & Drug and Alcohol Office
NSW Health
02 9391 9000