

Who else to contact

IF YOUR COMPLAINT IS NOT RESOLVED

- The Community Services Commission
P: 1800 000 164
- Council for Intellectual Disability
P: 9211 1611
- Intellectual Disability Rights Service (IDRS)
P: 9318 0144
- NSW Ombudsman
P: 9286 1000
- The Guardianship Tribunal, NSW
P: 9556 7600 - Free call: 1800 463 928
- People with Disabilities, NSW Inc (PWD)
P: 9370 3100
- Your local member of Parliament
- The Police Department

There is a commitment to use complaints and feedback to improve service quality.

We will try to fix your problem quickly.

This is your service, after all avenues of resolving the problem within St George & Sutherland Community College have been exhausted, you may wish to take your complaint to an external body which is completely independent of St George & Sutherland Community College.

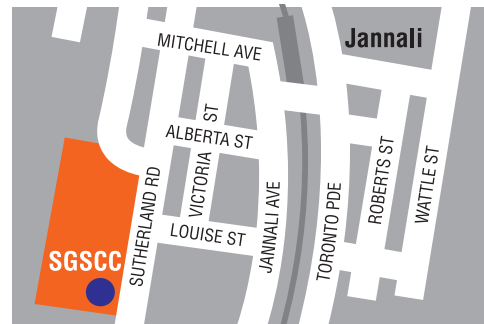
Where to find us

Head Office:

SGSCC
127-129 Sutherland Road
Jannali NSW 2226

Postal Address
PO Box 404
Jannali NSW 2226

P: 02 8543 7429
F: 02 9589 0517
E: disability@sgscc.edu.au
W: www.sgscc.edu.au



Complaints and
Feedback are okay



If you have a complaint,
please tell us



What to do if you have a complaint

1. Talk to any staff at SGSCC disAbility
2. Let us know why you are not happy.
3. Talk to a Team Leader
4. Talk to your Support Planner
5. Make an appointment with the Manager or Assistant Manager - SGSCC disAbility
6. Ring or write to the SGSCC Principal
7. Ask for the Complaints/Grievance Procedure
8. It is against the law to victimise a person who complains. Your complaint is confidential.
9. An outcome to the complaint is provided in writing within four weeks.

We appreciate your feedback. You can email disability@sgscc.edu.au

Complaints Procedure

"I have a right to make a complaint"

